

ARMS Web User Guide

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EXHIBIT D

Automated

Rental

Management

System

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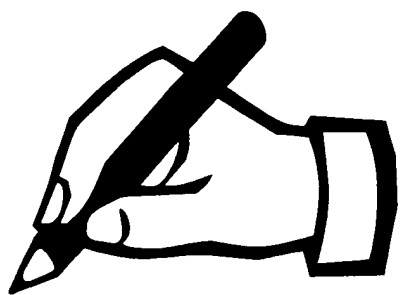
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Introduction

Introduction

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Additional Charges

Use this Additional Charges screen to authorize charges in addition to the price of the rental.

- 1) Click to select the type of surcharge in the **Type** column.
Select from these three types:
 - ◆ **Daily** (the amount authorized is charged on a daily basis).
 - ◆ **Rental** (the amount authorized is charged once during the rental).
 - ◆ **Percentage** (the amount authorized is a percentage charge, e.g., airport access fee).
- 2) Key the dollar amount or percentage you are authorizing in the **Amount** or **Percent** column to the right of the **Type** column.
- 3) Click **OK** to save these charges and return to the previous screen. Click **Back** to return to the previous screen without authorizing any charges.



Once recorded, the information will be saved in the system but displays on this screen *only* when you click OK. Key over any existing information to make changes.

Enterprise

Create Reservation
 ADAMS, KYLE

Office: B0003 01

Adjuster: ADAMS, KYLE

Charge	Type	Amount *	Percent *
CDW	Daily	8.99	
PAI			
MILEAGE CHARGE			
DROP CHARGE			
MISC CHARGES			
UNDEPAGE DRIVER			
BABY CAR SEAT			

* Enter either an amount or percent, not both

Back
OK

Message
Change Adjuster
Additional Charges

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Change Adjustor

Use this Adjustor Selection screen to look up or change an adjustor assigned to a reservation/rental.

- 1) Click to highlight the name of the adjustor you wish to select.
To search for an adjustor by last name, key in the desired name and click **Search**.
- 2) Click **OK** to insert the adjustor's name in the appropriate fields. The name is locked in and carries forward to other screens of the authorization. Click **Back** to return to the previous screen without selecting an adjustor.



Click **Change Claims Office** to transfer the reservation/rental to another claims office. A pop-up window with a list of claims offices within your company displays (page 6).

Enterprise

Adjuster Selection

Office: B0003 01

Adjuster Last Name: Search

Adjuster Name

- ADAMS, KYLE
- DENNISON, MICHAEL
- DEVALLANCE, KIM
- KRAUSE, BRENDA
- LALLEY, BRIAN
- MAYNES, DONNA
- MC GRATH, BRIAN
- MEYER, THERESA
- MILLER, REGINA
- MONSON, DAVID
- RANDOLPH, JANICE
- SUMMER, CALI
- TOTH, KELLY
- UNKNOWN, UNKNOWN

Claim Number:

Authorization Information

Authorized Amounts

Number of Day

Vehicle Rate (Claimant)

Direct Bill Percer

-NOT SPECIFIED

EC-ECONOMY

CC-COMPACT

Message:

Back

OK

Change Claims Office

Warning: Applet Window

AMS, KYLE

Claimant

P TRUCK

C

OO Ext: 0000

Finish

Change Claims Office

Use this Claims Office List pop-up window to transfer a reservation/rental to another claims office.

- 1) Click to highlight the claims office you wish to select.
- 2) Click **OK** to transfer the reservation/rental to that office. Click **Back** to return to the Adjuster Selection screen (page 5) without selecting a new office.



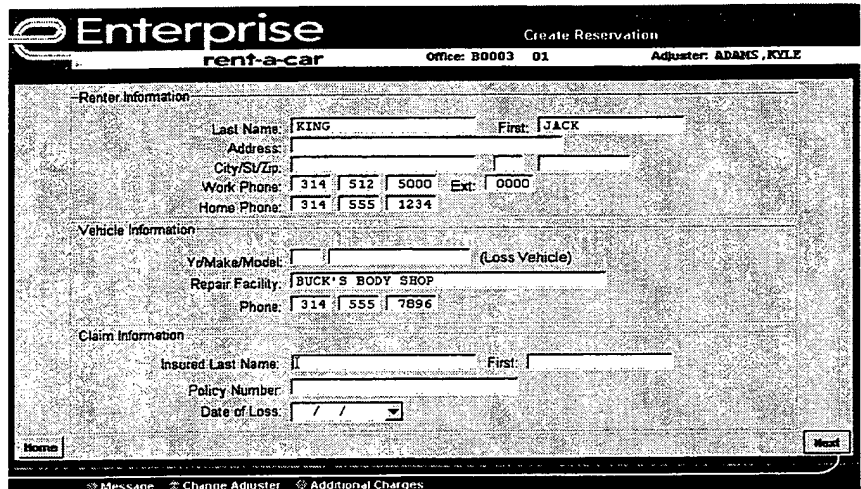
You may select an adjuster from the new list (page 5), but it is not required. Click **OK** on the Adjuster Selection pop-up window (page 5) if you do *not* want to assign an adjuster. The reservation then transfers to the new claims office and appears in the Enterprise Requests-Unassigned section.

Detail

Additional Information in a Reservation *Renter, Vehicle, Repair Facility, and Claim Information*

This Create Reservation screen appears when you click **Detail** on the previous Create Reservation screen (Create a Reservation, page 2). It is also available in the Change Reservation/Rental and View Reservation/Rental sections.

- 1) Key the renter's Last Name, First name, and work and/or home telephone numbers (required).
- 2) Key any other information you wish to include about the renter, vehicle, repair facility, or coverage in the appropriate fields.
- 3) Click **Next** to save this information and continue to the next Create Reservation screen (below).

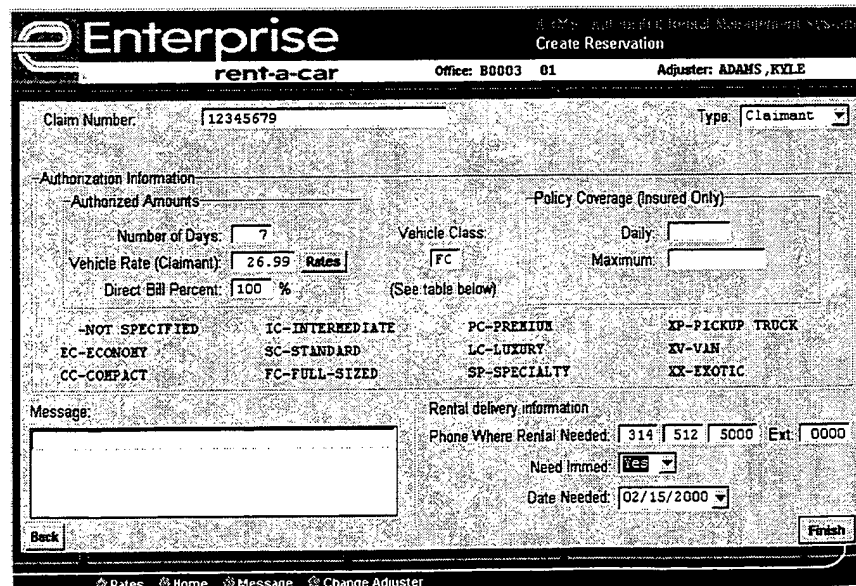


Any previously keyed information is retained and displays in the appropriate fields. This applies to both detail screens.



Additional Information in a Reservation *Authorization, Rental Delivery Information, and Message*

This Create Reservation screen appears when you click **Next** on the previous Create, Change, or View Reservation/Rental screen.



- 1) If the **Type** is **Insured** or **Theft**, the **Daily** and **Maximum** fields under **Policy Coverage** and the **Number of Days** field must be filled in. Click **Rates** to view rates (optional). If the type is **Claimant**, the **Number of Days** and **Vehicle Rate** fields must be filled in. Key the **Phone Number Where Rental Is Needed**, and use the drop-down arrow to select **Yes** if the rental is needed immediately or **No** if not (required).
- 2) Key any other information you wish to include about the authorization, rental delivery, and message.
- 3) Click **Finish** to process the reservation and return to the ARMS Web main menu (Introduction, page v).

Message

Use this window to send a message to an Enterprise office.

- 1) Key up to four lines of information in the **Message** field.
- 2) Click **OK** to accept the message and return to the previous screen. Click **Back** to return to the previous screen without entering the message.



Once recorded, the information will be saved in the system but displays on this screen *only* when you click **OK**.

Message

CAR FINISHED 10/20

Back
OK

MS Automated Rental Management System
Large Reservation/Rental

01 Adjuster: ADAMS, KYLE

1459246832

	Days	Total
99	3	13
	0	10
13:22:30	0	10
	0	10
20.99/DAY	10	10

message to Enterprise

Number of Days to Extend: Extend Rental

Authorization Information	Rental Location	Repair Information	Renter Information
Authorized Amounts Number of Days: 13 Vehicle Rate (Claimant): 20.99 Rates Direct Bill Percent: 100 %	Policy Coverage (Insured Only) Daily: <input type="text"/> Maximum: <input type="text"/>	Rental Start: 10/15/99 Authorization Terminated: 10/27/99 Authorization Total: 272.87 plus tax/surchg	

Back
Finish

Rates Home Detail Message Change Adjuster Additional Charges Terminate

Buttons - Overview

Buttons can guide you through the ARMS Web system quickly. This overview describes those buttons that are the same throughout each option. Screens that can be accessed *only* through a button are described on the following pages. Other buttons are defined within the options in which they are used.

Rates - View the rates, address, and phone number of the Enterprise office receiving the reservation.

Home - Return to the ARMS Web main menu.

Detail - Access screens to key or view more detail in a reservation/rental.

Message - Send a message to an Enterprise office.

Change Adjuster - Change the adjuster handling the file.

Change Claims Office - Change a claims office.

Additional Charges - View additional charges on a rental contract.

Rates



The window shown below displays an *example* of vehicle classes and their associated rates. The rates displayed in this window are determined by the telephone number keyed in the **Phone Where Rental Is Needed** field on the Create Reservation screen. The ARMS Web system uses this telephone number to locate the Enterprise office closest to where the renter needs the car. The vehicle classes and rates that display are valid at that particular Enterprise office.

This window also displays the Enterprise office location and phone number that you may wish to give to the renter.

- 1) Click to highlight the vehicle class you wish to select.
- 2) Click **OK** to return to the previous screen. ARMS Web automatically places the selected rate in the appropriate field. Click **Back** to return to the previous screen without selecting a rate.

Enterprise Rent-A-Car

Rental Vehicle Class / Rate Selection

ENTERPRISE RENT-A-CAR - 0139
7730 BONHOMME AVENUE
CLAYTON MO 63105
(314) 862-4486

Class	Description	Daily Rate
EC	ECONOMY	18.99
CC	COMPACT	20.99
IC	INTERMEDIATE	22.99
SC	STANDARD	24.99
FC	FULL-SIZED	26.99
PC	PREMIUM	30.99
LC	LUXURY	36.99
SP	SPECIALTY	45.99
XP	PICKUP TRUCK	32.99
XV	VAN	35.99
XX	EXOTIC	65.99

Quick Rez

Claim Number:

Renter Last Name:

Work Phone: 000

Home Phone: 000

Phone Where Rental is Needed: 314

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant):

Direct Bill Percent: 100 %

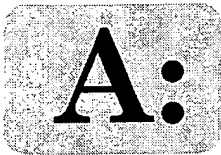
Message to Enterprise:

Back OK

Home Detail Message



When should I use Buttons?



Use this section to access detail screens throughout ARMS Web.

Buttons - Overview 1

Rates 2

Detail 3

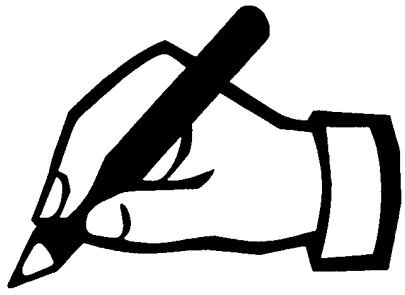
Message 4

Change Adjuster 5

Change Claims Office 6

Additional Charges 7

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Add an Adjustor

This Adjuster Add screen appears when you click **Add an Adjustor** on the Adjustor Selection pop-up window (page 5).

- 1) Key the new adjustor's information on the appropriate lines.



All information is *required* except the last four digits of a nine-digit ZIP code and a telephone extension.

- 2) Click **OK** to add the adjustor to the ARMS Web system and return to the File Maintenance Menu (page 3).
Click **Back** to return to the Adjuster Maintenance screen (page 6).

You can also click the following option button (Appendix, page 1):

Home - Return to the main menu (page 1).

The screenshot shows the 'Enterprise rent-a-car' interface. At the top, it says 'ARMS Automated Rental Management System Adjuster Add' and 'Office: B0002 01'. The main form area contains the following fields:

- Adjuster Code: [Text Input]
- Last Name: [Text Input]
- First Name: [Text Input]
- City/St/Zip: [Text Input] [Text Input] [Text Input]
- Phone Number: [Text Input] Ext: [Text Input]
- Status: [Active] (dropdown menu)
- Add Date/Time: [Text Input]
- Chg Date/Time: [Text Input]

At the bottom left is a 'Back' button and at the bottom right is an 'OK' button. A 'Home' button is located at the very bottom left of the screen.

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Adjuster Selection - Maintain Adjuster Files

This Adjuster Selection pop-up window appears when you click **Adjuster Master File** on the File Maintenance Menu screen (page 3). There are two functions from which to choose.

- ◆ Maintain files for adjusters already authorized to ARMS Web.
- ◆ Add new adjusters to ARMS Web.

You can do one of the following:

- 1) Key the first few letters of a name in the **Adjuster Last Name** field, and click **Search** to find a particular adjuster.
OR
- 2) Click to highlight the adjuster you wish to select, and click **OK** to continue to the Adjuster Maintenance screen (page 6).
OR
- 3) Click **Add an Adjuster** to continue to the Adjuster Add screen (page 7).
OR
- 4) Click **Back** to return to the File Maintenance Menu screen (page 3) without selecting or adding an adjuster.

ARMS Automated Rental Management System

Adjuster Selection

Office: B0002 01

Adjuster Last Name: Search

Adjuster Name
ADAMS, KYLE
ARMBRUSTER, BRENT
CICCIONE, MARIANNE
DENNISON, MICHAEL
DEVALANCE, KIM
EDWARDS, DENISE
EDWARDS, ELLEN
HUGHES, DANIELLE
KNOX, KATHY
KRAUSE, BRENDA
LALLEY, BRIAN
MAYNES, DONNA
MC GRATH, BRIAN
MEYER, THERESA
MILLER, REGINA

Back OK

Warning: Applet Window

Add an Adjuster

Maintain Adjuster Files

This Adjuster Maintenance screen appears when you select an adjuster on the Adjuster Selection pop-up window (page 5).

- 1) Key over any existing information to change.
- 2) Click **OK** to accept changes after selecting your choice in the **Status** drop-down list to reactivate an adjuster if the current status is Inactive (access denied to ARMS Web). The following message displays: "Confirm change to activate adjustor." Click **OK** to confirm the change, or click **Back** to return to the previous screen.

OR

Click **OK** to accept changes after selecting your choice in the **Status** drop-down list to deactivate an adjuster if the current status is Active (access allowed to ARMS Web). The following message displays: "Confirm change to deactivate adjustor." Click **OK** to confirm the change, or click **Back** to return to the previous screen.

✳ The screen below shows this person's status is active.

- 3) After you confirm the change, the File Maintenance Menu reappears (page 3).

Enterprise
rent-a-car

ARMS Automated Rental Management System
Adjuster Maintenance

Office: B0002 01

Adjuster Code:

Last Name:
First Name:
City/St/Zip:
Phone Number: Ext:
Status:
Default Office:

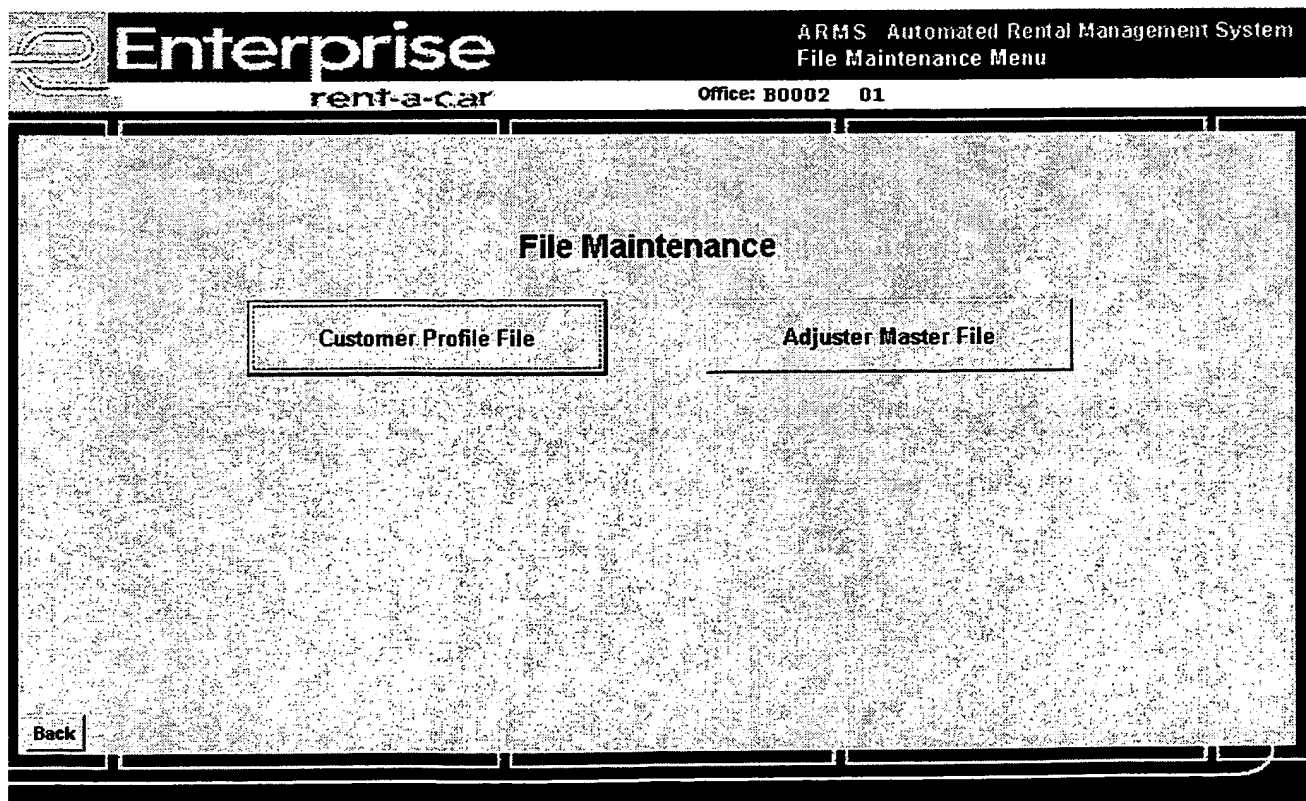
Add Date/Time: 1996/10/04 11:14:37
Chg Date/Time: 1999/12/13 10:41:20

Choose a Selection from the File Maintenance Menu

This File Maintenance Menu screen appears after the ARMS Web system accepts your password. There are two buttons from which to choose.

- ◆ **Customer Profile File** - Advance to the Customer Profile Maintenance screen to customize ARMS Web for your company's specific needs. Create or change your password (page 4).
- ◆ **Adjuster Master File** - Maintain adjuster information such as address and telephone number. You may also activate and deactivate an adjuster from the system (page 6).

- 1) Click the button (see descriptions above) you wish to choose.
- 2) Click **Back** to return to the main menu (page 1).



Customer Profile Maintenance (Customize ARMS Web)

This Customer Profile Maintenance screen appears when you click **Customer Profile File** on the File Maintenance Menu screen (page 3).

- 1) Key a new password (if you are using this section for the first time), or key over the existing password to change it.
- 2) Click **OK** to accept changes and return to the File Maintenance Menu screen (page 3). Click **Back** to return to the File Maintenance Menu screen (page 3) without making any changes.

Enterprise		ARMS Automated Rental Management System	
rent-a-car		Customer Profile Maintenance	
		Company Id: B0002 01	
Password maintenance	Current	New	
Setup/maintenance	INS1101	<input type="text" value="INS1101"/>	
<input type="button" value="Back"/>		<input type="button" value="OK"/>	

Setup and Maintenance - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Setup and Maintenance**.
- 4) A password screen appears (page 2).



The *first* time you use the Setup and Maintenance screens, you will be prompted to create a password on the Customer Profile Maintenance screen (page 4). You can also change a password on the Customer Profile Maintenance screen. Once you have created a password, you will not be prompted on the Customer Profile Maintenance screen again.

The screenshot shows the 'Enterprise rent-a-car' ARMS Home interface. At the top, the logo and 'ARMS Automated Rental Management System' are visible. Below the logo, the text 'Office: C0026' and 'Adjuster:' are displayed. A 'Handling for Adjuster:' field with a dropdown menu and '(Or *ALL)' is also present. The main content area is divided into two columns of buttons. The left column, under the heading 'Rental Activity', includes buttons for 'Renter's Last Name:', 'Create Reservation', 'Enterprise Requests by Adjuster', 'Change Reservation/Rental', and 'Enterprise Requests Unassigned'. The right column, under the heading 'Rental Lookup', includes buttons for 'View Reservation/Rental', 'On-Line Reporting', 'Invoicing', 'Process Approved Invoices', 'ARMS Maintenance', and 'Setup and Maintenance'. A mouse cursor is pointing at the 'Setup and Maintenance' button. A 'Logoff' button is located in the bottom left corner.

Key Password to Access Setup and Maintenance - Main Menu

If your password has already been set up, this password pop-up window appears when you click **Setup and Maintenance** on the main menu (page 1).

- 1) Key your alphanumeric password in the **Enter Password** field.



You will *not* see the characters as you key them.

- 2) Click **OK** to continue to the File Maintenance Menu screen (page 3).
Click **Back** to return to the main menu (page 1).

A screenshot of a computer screen displaying the 'Enterprise rent-a-car' interface. At the top, the 'Enterprise rent-a-car' logo is on the left, and 'ARMS Automated Rental Management System Home' is on the right. Below the logo, 'Office: B0002' and '01' are visible, followed by 'Adjuster:'. A 'Handling for Adjuster:' field with '(Or *ALL)' is also present. The main area shows a 'Setup and Maintenance' window with a title bar and a close button. Inside this window, there is a label 'Enter password:' followed by a text box containing seven asterisks. At the bottom of this window are 'Back' and 'OK' buttons. To the right of the 'Setup and Maintenance' window, there is a vertical list of menu items: 'Reservation/Rental', 'Reporting', 'Approved Invoices', and 'Maintenance'. A 'Logoff' button is located in the bottom left corner of the screen.

Setup and Maintenance



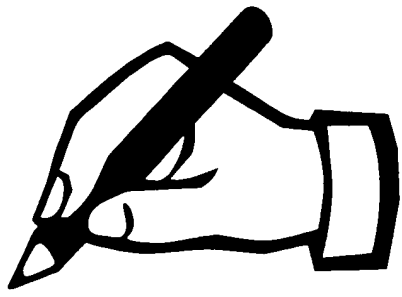
When should I use Setup and Maintenance?



Use this section to customize RMS Web, create or change passwords, and add and activate adjusters.

Setup and Maintenance - Main Menu	1
Key Password to Access Setup and Maintenance - Main Menu.....	2
Choose a Selection from the File Maintenance Menu.....	3
Customer Profile Maintenance (Customize ARMS Web).....	4
Adjuster Selection - Maintain Adjuster Files	5
Maintain Adjuster Files.....	6
Add an Adjuster	7

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Batch Payment Confirmation

This Batch Payment Confirmation screen appears when you click **Accept Batch** on the Process Approved Invoices screen (page 3 or 6).

- 1) In the **Payment Date** field, enter the date you wish to make payment.
- 2) Click **OK** to process the payment and return to the main menu (page 1).
Click **Back** to return to the Process Approved Invoices screen (page 3 or 6) without processing the payment.



Be sure your office includes the reference number with payment.

The screenshot shows the 'Batch Payment Confirmation Screen' from the Enterprise Rent-A-Car system. The header includes the Enterprise logo, 'rent-a-car', and the title 'Process Approved Invoices'. It also displays 'Office: C0120 01' and 'Adjuster: SUMMER, CALI'. The main content area contains the following information:

- Reference Number: 0001-000001
- Payment Amount: 1,262.08
- Payment date: 02/10/2000 (with a dropdown arrow)
- Invoice Count: 3
- Remit payment to: ENTERPRISE RENT-A-CAR
P.O. BOX 795110
ST. LOUIS, MO 63179-0795

Below this information, it states: **Please include Reference Number with payment.**

At the bottom of the screen, there are three buttons: 'Back' on the left, 'OK' in the center, and another 'OK' button on the right side of the screen.

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View Reservation/Rental

This View Reservation/Rental screen appears when you click **View Rental** on the Invoice Review/Approval screen (page 4).



This screen is view-only. You can review the information on the screen to determine whether to process the adjustor-approved invoice.

Click **Next** or **Back** to return to the Invoice Review/Approval screen (page 4).

You can also click either of the following option buttons:

Home - Return to the main menu (page 1).

Additional Charges - View additional charges on the contract (Appendix, page 7).

ARMS - Action Rental Management System
View Reservation/Rental

Office: C0120 01 Adjuster: SUMMER, CALI

Status: INVOICED RENTAL Type: INSURED Claim#: 5625874512
Renter: DAVIS JOAN

Date	S/R	Message	Days	Total
2/10/00	S	INVOICE APPROVED FOR PAYMENT BY SUMMER, CALI	0	6
10/16/99	R	INVOICE RECEIVED. AMOUNT DUE \$146.22	0	6
10/16/99	R	TICKET 073089 CLOSED 10/10/99 @ 14:56:00	0	6
10/16/99	S	AUTH CHANGE SENT BY SUMMER, CALI @ 14:55:52	0	6
10/16/99	S	EXTENSION SENT BY SUMMER, CALI @ 14:55:52	1	6

Authorization Information
Authorized Amounts
Number of Days: 6
Vehicle Rate (Claimant):
Direct Bill Percent: 100 %

Rental Location

Repair Information
Policy Coverage (Insured Only)
Daily: 25.00
Maximum: 750.00

Renter Information
Rental Start: 10/05/99
Last Authorized Day: 07/00/00
Authorization Total: 150.00

Back Next

Home Additional Charges

Send to Adjuster

This Process Approved Invoices screen reappears when you click **Send to Adjuster** on the Invoice Review/Approval screen (page 4).

"RETURNED TO ADJ" now appears in the **Claim Number** column next to the invoice you selected.



For details on this screen, please refer to page 3.

You can also click either of the following option buttons:

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.

Office: C0120 01 Adjuster: SUMMER, CALI

Batch pay

Renter Name:

Renter Name	Claim Number	Invoice Date	Adjuster	Amount Due
DAVIS, JOHN	***RETURNED TO ADJ**	10/22/99	SUMMER, CALI	146.22
MOORE, CAROLYN	5896247851	10/22/99	SUMMER, CALI	450.32
WATSON, PATTY	5698562541	10/22/99	SUMMER, CALI	300.00
WEBER, ANDREW	5698754821	10/22/99	SUMMER, CALI	511.76

Process Approved Invoices

This Process Approved Invoices screen appears when you enter the correct password on the Process Approved Invoices password screen (page 2).

- 1) Click to highlight the invoice you wish to view, and click **OK** to select the invoice.
- 2) The Invoice Review/Approval screen appears (page 4).
- 3) Click **Back** to return to the main menu (page 1).



If you click **Accept Batch**, the Batch Payment Confirmation screen appears (page 7).

You can also click either of the following option buttons:

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.

Enterprise
rent-a-car

Office: C0120 01 Adjuster: SUMMER, CALI

Batch pay

Renter Name: Search

Renter Name	Claim Number	Invoice Date	Adjuster	Amount Due
DAVIS, JOAN	5625874512	10/22/99	SUMMER, CALI	146.22
MOORE, CAROLYN	5896247851	10/22/99	SUMMER, CALI	450.32
WATSON, PATTY	5698562541	10/22/99	SUMMER, CALI	300.00
WEBER, ANDREW	5698754821	10/22/99	SUMMER, CALI	511.76

Back Accept Batch OK

Home Refresh

Invoice Review/Approval

This Invoice Review/Approval screen appears when you choose an invoice and click **OK** on the Process Approved Invoices screen (page 3).



This screen is view-only. You can review the information on the screen to determine whether to process the adjustor-approved invoice.

Click **OK** to process the approved invoice and return to the Process Approved Invoices screen (page 3) to review other invoices. This invoice will no longer appear on that screen.

Click **Back** to return to the Process Approved Invoices screen without processing the invoice.

You can also click any of the following option buttons:

Home - Return to the main menu (page 1).

View Rental - Access the View Reservation/Rental screen (page 5).

Send to Adjuster - Send the invoice back to the original adjustor for further review (page 6).

Invoice Review/Approval
Office: C0120 01 Adjuster: SUMMER, CALI

Invoice: PPGH DO73089 Date: 10/22/99
Claim#: 5625874512

Type: Insured
Renter: DAVIS JOAN
Rental: ENTERPRISE RENT-A-CAR
8850 LADUE ROAD
SAINT LOUIS MO 631240001
314-512-0294
Federal ID: 48-0791835

Rental Period
Rental from: 10/05/99 to 10/10/99
Billing from: 10/05/99 to 10/10/99

Authorized
Days 6
Rate .00
Direct Bill Percent 100.00

Policy limits
Daily 25.00
Maximum 750.00

Authorized Limits: 150.00 POLICY LIMIT

Qty	Rate	Freq	Amount	Description
6	22.99	/DAY	137.94	DAYS @
1	6.00	/PCT	6.28	SALES TAX

Total Charges: 146.22
Amount Received: .00
Total Due: 146.22

Back

OK

Home

View Rental

Send to Adjuster

Process Approved Invoices - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Process Approved Invoices**.
- 4) A password screen appears (page 2).

The screenshot shows the Enterprise rent-a-car main menu. At the top, the Enterprise logo is on the left, and the text "ARMS - An Integrated Rental Management System" is on the right. Below the logo, the text "rent-a-car" is displayed. To the right of "rent-a-car", the text "Office: C0120 01" and "Adjuster: SUMMER" are shown. Below this, the text "Handling for Adjuster: " is followed by a text input field and the text "(Or *ALL)".

The main menu is divided into two columns of buttons:

- Rental Activity**
 - Renter's Last Name:
 - Create Reservation
 - Enterprise Requests by Adjuster
 - Change Reservation/Rental
 - Enterprise Requests Unassigned
- Rental Lookup**
 - View Reservation/Rental
 - On-Line Reporting
- Invoicing**
 - Process Approved Invoices
- ARMS Maintenance**
 - Setup and Maintenance

At the bottom left, there is a "Logoff" button.

Password Screen

This password screen appears when you click **Process Approved Invoices** on the main menu (page 1).

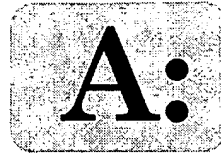
- 1) Key your password in the **Enter Password** field.
- 2) Click **OK** to advance to the next Process Approved Invoices screen (page 3).
Click **Back** to return to the main menu (page 1).

The screenshot displays the Enterprise rent-a-car system interface. At the top, the header includes the Enterprise logo, the text "rent-a-car", and user information: "Office: C0120 01" and "Adjuster: SUMMER". The main content area features a "Process Approved Invoices" window. Inside this window, there is a label "Enter password:" followed by a text input field containing seven asterisks. Below the input field are two buttons: "Back" on the left and "OK" on the right. To the right of the password window, a vertical menu lists several options: "View Reservation/Rental", "On-Line Reporting", "Process Approved Invoices" (which is highlighted), "Setup and Maintenance", and "Logoff". At the bottom left of the screen, there is a "Logoff" button. The overall layout is typical of a legacy web-based application.

Process Approved Invoices



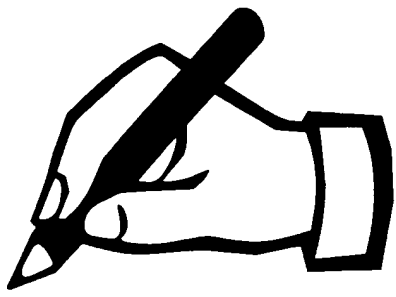
When should I
use Process
Approved
Invoices?



Use this
section to
process and
pay **all**
invoices
at your
claims center.

Process Approved Invoices - Main Menu	1
Password Screen	2
Process Approved Invoices	3
Invoice Review/Approval	4
View Reservation/Rental	5
Send to Adjuster	6
Batch Payment Confirmation	7

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notes



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This Open Detail - By Body Shop screen appears when you select **Body Shop** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Key the first few letters of the desired body shop in the **Position to Body Shop Name** field, and click **Search**. The list refreshes with your selection at the top.
- 2) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 3) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).



For details on the column headings and fields, please refer to pages 3-4.

[illegible]


Open Detail - By Office

This Open Detail - By Office screen appears when you select **Office** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 2) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).



For details on the column headings and fields, please refer to pages 3-4.



ARMS Automated Rental Management System
 Open Detail
 Office: B0020 01

By Office, By Auth Days

Adjuster Name	Type	Rate Authorized	Rent Days	Authorized Days	Days Behind	#Of Extn	Sur- Chgs	Bill** Amount
MEYER, THERESA	Insured	22.99	13	18	1	2		413.82
ADAMS, KYLE	Insured	25.99	14	17		1		441.83
ADAMS, KYLE	Theft	36.99	15	16		1		591.84
ADAMS, KYLE	Claimant	20.99	15	13	Term		Y	272.87
MEYER, THERESA	Claimant	24.99	10	10				249.90
ADAMS, KYLE	Claimant	22.99	11	10	1			229.90
MEYER, THERESA	Claimant	22.99	8	10				229.90
ADAMS, KYLE	Insured	20.99	12	8	Term			167.92
ADAMS, KYLE	Insured	30.99	8	8	Term			247.92
ADAMS, KYLE	Insured	20.99	12	8	Term			167.92
ADAMS, KYLE	Claimant	26.99	4	7				188.93
SUMMER, CALI	Insured	20.00	5	5				100.00
SUMMER, CALI	Claimant	21.99	5	5				109.95
SUMMER, CALI	Claimant	24.99	8	5	3			124.95

Back
** Excludes taxes/surcharges as applicable.
OK

Open Detail - By Adjustor

This Open Detail - By Adjustor screen appears when you select **Adjustor** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 2) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).

The following columns and fields are display-only:

Adjustor Name - The adjustor in charge of the claims listed below.

Claim Number - The claim number assigned to a particular renter.

Type - The type of claim (Insured, Claimant, Theft).

Rate Authorized - The rate of the vehicle authorized by the adjustor.


Rent Days - The number of days the vehicle has been on rent.

Authorized Days - The number of days authorized by the adjustor.

Days Behind - The difference (if any) between the number of days authorized and the number of days on rent.



If Auth Days was selected in the Additional Sort field, the claims will appear in descending order by the total authorized days.



AAARS - Adminstrated Rental Management System
Open Detail

Office: B0020 01

By Adjustor, By Auth Days

Position to Adjustor Last Name:

Search

Adjustor Name: ADAHS, KYLE

Claim Number	Type	Rate Authorized	Rent Days	Authorized Days	Days Behind	\$ of Extn	Sur-Chgs	Bill** Amount
1458324548	Insured	25.99	14	17		1		441.83
1459287311	Theft	36.99	15	16		1		591.84
1459246832	Claimant	20.99	15	13	Term		Y	272.87
6578324681	Claimant	22.99	11	10	1			229.90
4519298216	Insured	20.99	12	8	Term			167.92
8974656891	Insured	30.99	8	8	Term			247.92
3589249521	Insured	20.99	12	8	Term			167.92
1452121425	Claimant	26.99	4	7				188.93
4516824672	Insured	35.99	8	5	3		Y	179.95

Total Contracts 9 **Avg** 26.99 11.0 10.2 2.0 1.0 276.56

Back

OK

**** Excludes taxes/surcharges as applicable.**

[Home](#) [Previous Adj](#) [Next Adj](#) [Show Renter](#)

of Extn - The number of extensions the adjustor has sent to date.

Sur-Chgs - Displays whether any surcharges have been approved by the adjustor.

Bill Amount - The amount of the rental bill to date.

Total Contracts - The number of contracts the adjustor is handling at this time.

Avgs - The average numbers from the columns above.



The Avg (Averages) in the Days Behind and # of Extn fields are determined by the number of contracts that fall into those categories, not by the total number of tickets. (For example, out of the nine tickets displayed on-screen (page 3), only two fall into the Days Behind category (1 and 3); therefore, the average number of Days Behind would be two days.)



If Days Behind was selected in the Additional Sort field, the claims will appear in descending order by the number of days they are behind in authorization. If the rental is fully authorized, the Days Behind field is blank. If the field displays *Term*, the rental has been terminated.

Enterprise		ARMS Automated Rental Management System							
rent-a-car		Open Detail							
		Office: B0020 01							
By Adjuster, By Days Behind									
Position to Adjuster Last Name:		Search							
Adjuster Name: ADAMS, KYLE									
Claim Number	Type	Rate Authorized	Rent Days	Authorized Days	Days Behind	# of Extn	Sur-Chgs	Bill** Amount	
4516824672	Insured	35.99	8	5	3		Y	179.95	
6578324681	Claimant	22.99	11	10	1			229.90	
1459246832	Claimant	20.99	15	13	Term		Y	272.87	
4519298216	Insured	20.99	12	8	Term			167.92	
8974656891	Insured	30.99	8	8	Term			247.92	
3589249521	Insured	20.99	12	8	Term			167.92	
1459287311	Theft	36.99	15	16		1		591.84	
1452121425	Claimant	26.99	4	7				188.93	
1458324548	Insured	25.99	14	17		1		441.83	
Total Contracts		9	Avg	26.99	11.0	10.2	2.0	1.0	276.56
Back		** Excludes taxes/surcharges as applicable						OK	
Home				Previous Adj		Next Adj		Show Renter	

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Previous Adj - Display the previous adjustor's (alphabetically) claims (if applicable).

Next Adj - Display the next adjustor's claims (if applicable).

Show Renter - Display the renters' names in place of the claim numbers. This button then displays as Show Claim #.

On-Line Reporting - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **On-Line Reporting**.
- 4) The Select Report View Options screen appears (page 2).

The screenshot displays the 'Enterprise rent-a-car' web interface. At the top, the logo and name 'Enterprise rent-a-car' are on the left, and 'ARMS Automobile Rental Management System Home' is on the right. Below the logo, the text 'Office: B0020' and 'Adjuster: ' is visible. A 'Handling for Adjuster: ' field with '(Or *ALL)' is also present. The main content area is divided into two columns. The left column, titled 'Rental Activity', contains buttons for 'Create Reservation', 'Enterprise Requests by Adjuster', 'Change Reservation/Rental', and 'Enterprise Requests Unassigned'. The right column, titled 'Rental Lookup', contains buttons for 'View Reservation/Rental', 'On-Line Reporting', 'Invoicing', 'Process Approved Invoices', and 'ARMS Maintenance', followed by a 'Setup and Maintenance' button. A 'Logoff' button is located in the bottom left corner.

Enterprise rent-a-car ARMS Automobile Rental Management System Home

Office: B0020 01 Adjuster:

Handling for Adjuster: (Or *ALL)

Rental Activity

Renter's Last Name: KIN

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff

Select Report View Options

This Select Report View Options screen appears when you click **On-Line Reporting** on the main menu (page 1).

- 1) Click the drop-down arrow to choose your selections in the **Report Sorted By**, **Additional Sort**, **Report Type**, and **Status** fields.



The Report Type and Status fields have only one choice.

- 2) Click **OK** to advance to the appropriate Open Detail screen.

If **Adjustor** is selected, the Open Detail - By Adjustor screen appears (page 3).

If **Body Shop** is selected, the Open Detail - By Body Shop screen appears (page 5).

If **Office** is selected, the Open Detail - By Office screen appears (page 6).



Selecting **Auth Days** or **Days Behind** in the Additional Sort field will not affect which Open Detail screen appears next.

Auth Days will list files in order of authorized days.

Days Behind will list files in order of the number of days behind.



Currently only detail and open rental information is available. Future releases will include additional options in the Report Type and Status fields.

Enterprise
rent-a-car

GRS - An online Rental Management System
On-Line Reporting

Office: B0020 01

Select report view options

Report Sorted By:

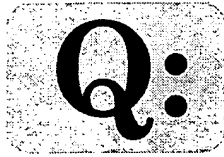
Additional Sort:

Report Type:

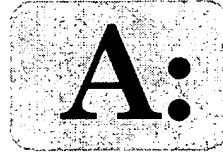
Status:

Back OK

On-Line Reporting



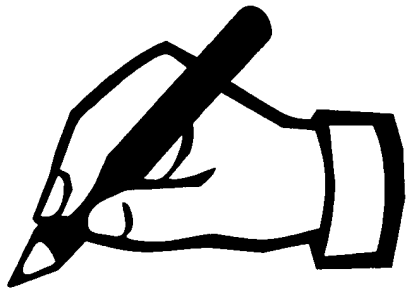
When should I
use On-Line
Reporting?



Use this
section to
review
reports on
rentals,
broken
down by
category.

On-Line Reporting - Main Menu	1
Select Report View Options	2
Open Detail - By Adjustor	3
Open Detail - By Body Shop	5
Open Detail - By Office	6

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notes



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View a Reservation/Rental

Renter, Vehicle, Repair Facility, and Claim Information

This View Reservation/Rental screen appears when you click **Next** on the previous View Reservation/Rental screen (page 4).

Click **Next** to continue to the next View Reservation/Rental screen (page 6) to view **authorization, rental delivery information, and comments.**

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Additional Charges - View additional charges on the contract (Appendix, page 7).

Enterprise
rent-a-car

Office: B0122 01 Adjuster: SUMMER, CALI

Renter Information

Last Name: ABRAHMS First: KELLY
Address: 100 MAPLE AVE.
City/St/Zip: ST LOUIS MO 63123
Work Phone: 314 855 1212 Ext: 0000
Home Phone: 314 855 8777

Vehicle Information

Yr/Make/Model: 95 CIVIC (Loss Vehicle)
Repair Facility: DAVE'S BODY SHOP
Phone: 987 854 3210

Claim Information

Insured Last Name: First:
Policy Number:
Date of Loss: 10/29/1999

Back **Next**

Home **Additional Charges**

View a Reservation/Rental

Authorization, Rental Delivery Information, and Message


This View Reservation/Rental screen appears when you click **Next** on the previous View Reservation/Rental screen (page 5).

Click **Next** to return to the Select Reservations/Rentals screen (page 3).

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Additional Charges - View additional charges on the contract (Appendix, page 7).



Office: B0122 01 Adjuster: SUMMER, CALI

View Reservation/Rental

Claim Number: 1452569841 Type:

Authorization Information

Authorized Amounts

Number of Days:
Vehicle Rate (Claimant):
Direct Bill Percent:

Vehicle Class

(See table below)

Policy Coverage (Insured Only)

Daily
Maximum:

-NOT SPECIFIED	IC-INTERMEDIATE	PC-PREMIUM	XP-PICKUP TRUCK
EC-ECONOMY	SC-STANDARD	LC-LUXURY	XV-VAN
CC-COMPACT	FC-FULL-SIZED	SP-SPECIALTY	XX-EXOTIC

Message

Back

Rental delivery information

Phone Where Rental Needed: Ext:
Need Immed:
Date Needed:

Next

Home

Additional Charges

Select a Reservation/Rental

This Select Reservations/Rentals screen appears under the following circumstances:

- ◆ More than one match is found for the information keyed on the Select Reservation/Rental “filter” screen (page 2).
- ◆ No match is found for the information keyed on the Select Reservation/Rental “filter” screen (page 2).

- 1) Click to highlight a name in the Renter Name column, and click **OK** to select the renter whose reservation or rental you want to change.
- 2) The first View Reservation/Rental screen appears (page 4).

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.

Select Reservations/Rentals

Office: B0122 01

Renter Name	Claim Number	Adjuster	Loss Date	Type
* ABRAMS, KELLY	1452569841	SUMMER, CALI	10/25/99	EXTN
ANTON, CHRIS	1459246832	ADAMS, KYLE	0/00/00	OPEN
BROWN, LUCILLE	3589249521	ADAMS, KYLE	0/00/00	OPEN
CLARK, MICHAEL	4519298216	ADAMS, KYLE	10/18/99	OPEN
CONNOLLEY, PAUL	1452658955	SUMMER, CALI	10/27/99	RESERV
* CONRAD, KAREN	5897532141	ADAMS, KYLE	0/00/00	DB REQ
* DAVIS, JOAN	5625874512	SUMMER, CALI	10/01/99	INV
EVANS, JOE	6578324681	ADAMS, KYLE	0/00/00	OPEN
GERLOFF, DANIELLE	4587145263	SUMMER, CALI	0/00/00	RESERV
* GREEN, SARAH	25698745	SUMMER, CALI	0/00/00	DB REQ
HUNTER, RYAN	4512698754	SUMMER, CALI	10/01/99	CLOSED
JOHNSON, BETTY	1459287311	ADAMS, KYLE	0/00/00	OPEN
* JOHNSON, TAMMY			0/00/00	UNASGN
* JONES, MARK	1458796541	SUMMER, CALI	10/25/99	EXTN
JONES, PAULINE	4516824672	ADAMS, KYLE	0/00/00	OPEN

* = Requests more than 24 hours old

Back
OK

Home
Refresh

View a Reservation/Rental

This View Reservation/Rental screen appears when a match is found. The **status** displays in the upper left-hand corner of the screen.

The information on each of the tabs (Authorization Information, Rental Location, Repair Information, Renter Information) depends upon the status of the reservation/rental.

- 1) Click on any of the tabs to alter **renter**, **vehicle**, **repair facility**, and/or **claim** information.
- 2) Click **Next** to continue to the next View Reservation/Rental screen (page 5) to view **renter**, **vehicle**, and **claim** information.



This screen is *view-only*. No changes may be made.

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Additional Charges - View additional charges on the contract (Appendix, page 7).

View Reservation/Rental

Office: B0122 01 Adjuster: SUMMER, CALI

Status: OPEN RENTAL Type: CLAIMANT Claim#: 1452569841
Renter: ABRAHMS KELLY

Date	S/R	Message	Days	Total
10/29/99	R	RENTAL EXTENSION REQUESTED FOR 003 DAYS	0	5
10/29/99	R	AUTHORIZATION REQUESTED THROUGH 11/1/99	0	5
10/29/99	R	PAINT WORK IN PROGRESS, CAR IN IS PAINT BOOTH,	0	5
10/29/99	R	SHOULD BE FINISHED BY MONDAY.	0	5
10/25/99	R	TICKET 071932 OPENED 10/25/99 @ 12:46:00	0	5

Authorization Information

Rental Location

Repair Information

Renter Information

Authorized Amounts

Policy Coverage (Insured Only)

Rental Start 10/25/99
Last Authorized Day: 10/29/99
Authorization Total: 109.95
plus tax/surchg

Number of Days: 5
Vehicle Rate (Claimant): 21.99
Direct Bill Percent: 100 %
Daily Maximum:

Back

Next

Home Additional Charges

View a Reservation/Rental - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **View Reservation/Rental**.
- 4) The Select Reservation/Rental “filter” screen appears (page 2).

The screenshot shows the main menu of the Enterprise rent-a-car system. At the top, the logo "Enterprise rent-a-car" is displayed on the left, and "443.3 Automation Rental Management System Home" is on the right. Below the logo, the "Office" field is set to "B0117" and the "Adjuster" field is empty. A "Handling for Adjuster" field is also present with a dropdown menu and the text "(Or *ALL)".

The main menu is divided into two columns of buttons:

- Rental Activity**
 - Renter's Last Name:
 - Create Reservation
 - Enterprise Requests by Adjuster
 - Change Reservation/Rental
 - Enterprise Requests Unassigned
- Rental Lookup**
 - View Reservation/Rental
 - On-Line Reporting
 - Invoicing
 - Process Approved Invoices
 - ARMS Maintenance
 - Setup and Maintenance

A "Logoff" button is located in the bottom left corner.

Use a “Filter” Screen to Select a Reservation/Rental

- 1) Key specific criteria to narrow the list of all reservations/rentals from which to choose.
 - ★ For example, if you know the renter’s claim number and date of loss, key that information in the appropriate fields.
- 2) Click **Next**.
- 3) If an exact match is *not* found, the Select Reservations/Rentals screen appears (page 3).
If an exact match *is* found, the View Reservation/Rental screen appears (page 4).

Any combination of information may be used to narrow the search for reservations/rentals.



Use the **Status** field in conjunction with the other information keyed to further narrow the search. If the **Status** field is left *blank*, the system searches *all* reservations/rentals.

Use the **Status** drop-down menu to search for open reservations only or open rentals only.



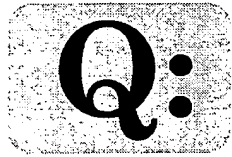
The **Last Authorized Day** field allows you to select rentals authorized up to and including the date provided.

You can also click any of the following option buttons (Appendix, page 1):

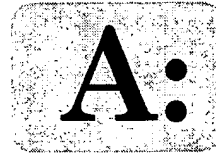
Home - Return to the main menu (page 1).

Adjustor Lookup - Display a list of adjustors (Appendix, page 5).

View Reservation/Rental



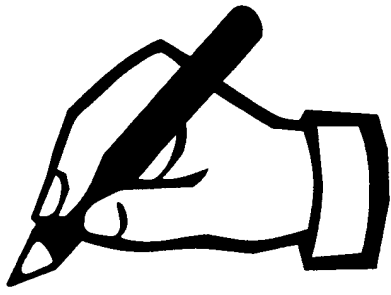
When should I
use View
Reservation/
Rental?



Use this
section to
review a
reservation
without
making any
changes.

View a Reservation/Rental - Main Menu	1
Use a "Filter" Screen to Select a Reservation/Rental	2
Select a Reservation/Rental	3
View a Reservation/Rental	4
View a Reservation/Rental	5
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
View a Reservation/Rental	6
<i>Authorization, Rental Delivery Information, and Message</i>	

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notes



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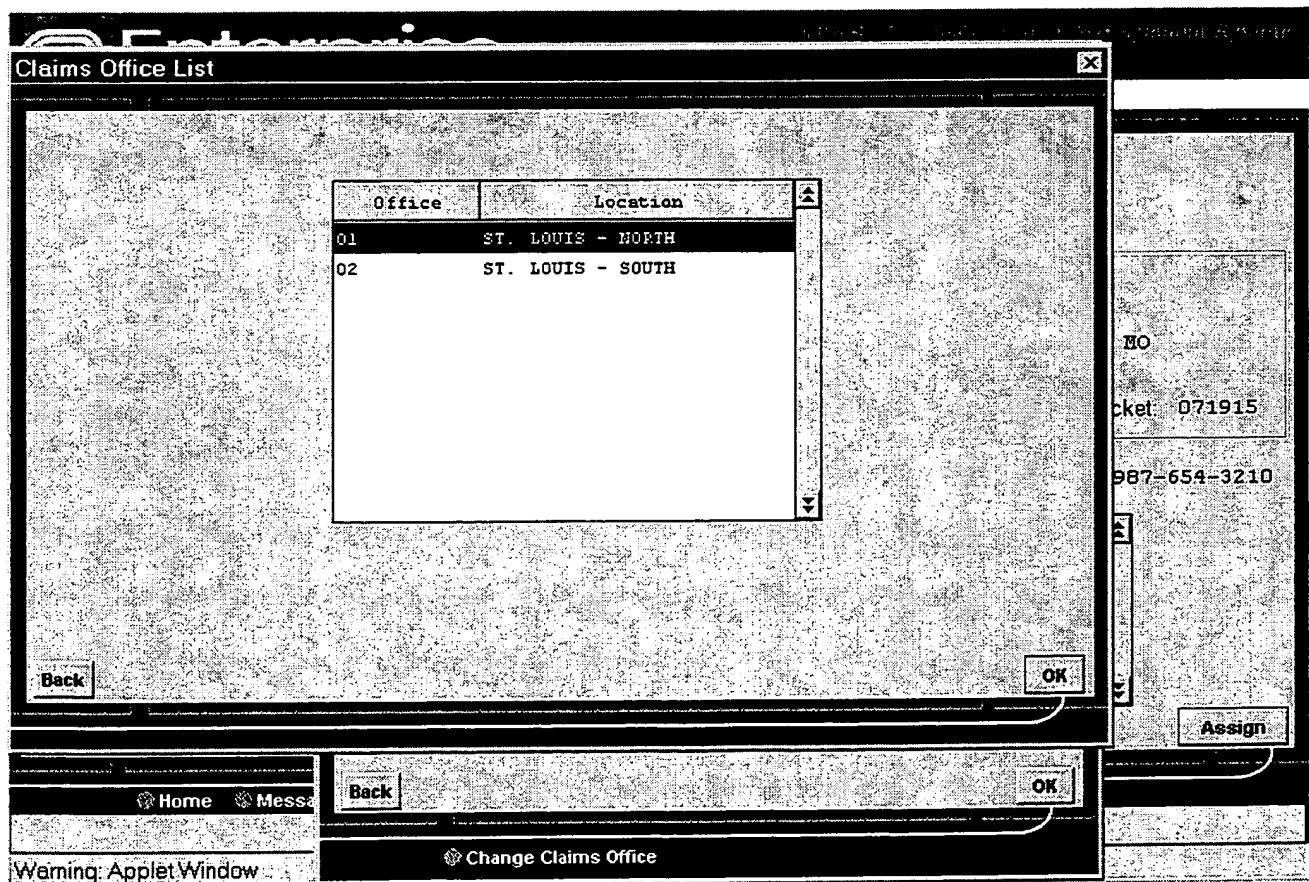
Assign an Adjustor from Another Office in Your Company

This Claims Office List pop-up window appears when you click **Change Claims Office** on the Adjustor Selection pop-up window (page 4).

- 1) Click to highlight the office you wish to select, and click **OK**.
- 2) The Adjustor Selection screen (page 4) from the office you chose appears.



Follow the instructions on page 4 to assign an adjustor from the office you selected.

A screenshot of a web application window titled "Claims Office List". The window contains a table with two columns: "Office" and "Location". The table has two rows: "01 ST. LOUIS - NORTH" and "02 ST. LOUIS - SOUTH". The second row is highlighted. Below the table are "Back" and "OK" buttons. To the right of the main window, there is a sidebar with fields for "NO", "cket: 071915", and "987-654-3210", and an "Assign" button. At the bottom of the page, there is a "Warning: Applet Window" message and a "Change Claims Office" button.

Office	Location
01	ST. LOUIS - NORTH
02	ST. LOUIS - SOUTH

Back OK

Warning: Applet Window

Change Claims Office

Assign

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View Authorization Request

This Assign Reservation/Rental screen appears when you click and highlight a name and click **OK** on the previous Assign Reservations/Rentals screen (page 2).

- 1) Review the reservation/rental authorization request.
- 2) Click **Assign** to continue to the Adjustor Selection pop-up window (page 4), or click **Back** to return to the previous Assign Reservations/Rentals screen (page 2).



The **Adjustor** field is blank because this unconfirmed reservation has not yet been assigned to an adjustor.

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (Appendix, page 4).

ARMS Automated Rental Management System
Assign Reservation/Rental

Office: B0067 01 Adjuster:

Status: UNASSIGNED RESERVATION Type: INSURED Claim Number:

Renter

JOHNSON TAMMY
651 ELM ST.
ST LOUIS MO 63145
Work: Ext: 0000
Home: 314-555-1254

Rental

ENTERPRISE RENT-A-CAR
8850 LADUE ROAD
SAINT LOUIS MO
314-512-0294
Location: PPGH Reservation: 152151 Ticket:

Rate Quoted or Rate of Rented Vehicle

Repair Facility:

Date	S/R	Message	Days	Total
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 10:48:04	0	0
10/29/99	R	Adjuster: Unknown*	0	0

Back

Assign

Home

Message

Assign an Adjustor from Your Office

This Adjustor Selection pop-up window appears when you click **Assign** on the Assign Reservation/Rental screen (page 3).

- 1) Key the desired adjustor name in the Adjustor Last Name field and click **Search**.

OR

Click to highlight the desired adjustor, and click **OK**.

- 2) Click **Change Claims Office** to find a new claims office (page 5).
- 3) After you select an adjustor, the next unconfirmed reservation displays.



After all reservations/tickets have been assigned to adjustors, the main menu (page 1) returns. The unconfirmed reservations/tickets are now located in Enterprise Requests-by Adjustor.

Enterprise ARMS Automated Rental Management System

Adjustor Selection

Office: B0067 01

Adjuster Last Name: Search

Adjuster Name:

- ADAMS, HYLE
- DENNISON, MICHAEL
- DEVALLANCE, KIM
- KRAUSE, BRENDA
- LALLEY, BRIAN
- MAYNES, DONNA
- MC GRATH, BRIAN
- MEYER, THERESA
- MILLER, REGINA
- MONSON, DAVID
- RANDOLPH, JANICE
- SUMMER, CALI
- TOTH, KELLY
- UNKNOWN, UNKNOWN

Assign

Back OK

Change Claims Office

Warning: Applet Window

Enterprise Requests-Unassigned - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjustor** field.
- 3) Click **Enterprise Requests-Unassigned**.
- 4) The Assign Reservations/Rentals screen appears (page 2).

The screenshot displays the ARMS (Automated Rental Management System) Home interface. At the top, the 'Enterprise rent-a-car' logo is on the left, and 'ARMS Home Automated Rental Management System' is on the right. Below the logo, the 'Office' field is set to 'B0067' and the 'Adjustor' field is empty. The main content area is divided into two columns. The left column, titled 'Rental Activity', contains a 'Renter's Last Name' field and four buttons: 'Create Reservation', 'Enterprise Requests by Adjuster', 'Change Reservation/Rental', and 'Enterprise Requests-Unassigned'. The right column, titled 'Rental Lookup', contains a 'Handling for Adjustor' field (with '(Or *ALL)' next to it) and three buttons: 'View Reservation/Rental', 'On-Line Reporting', and 'Process Approved Invoices'. At the bottom left, there is a 'Logoff' button. The 'Enterprise Requests-Unassigned' button in the left column is highlighted with a thick border.

Select Unconfirmed Reservations/Rentals to Assign

This Assign Reservations/Rentals screen appears when you click **Enterprise Requests-Unassigned** on the main menu (page 1).

- 1) Click to highlight any name in the Renter Name column, and click **OK** to select the renter whose reservation or rental you want to assign to an adjustor.
- 2) The next Assign Reservation/Rental screen appears (page 3).

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.

Renter Name	Claim Number	Receive Date	Receive Time	AM/PH	Loss Date	Type
JOHNSON, TAMIY		4/16/98	10:48	AM	0/00/00	UNASGN
MILANO, BOB		4/16/98	9:43	AM	10/29/99	UNASGN
HILLS, JEFF	25489651	4/16/98	10:35	AM	10/29/99	UNASGN
HILROY, JOE	CL#56984512	4/16/98	10:43	AM	10/29/99	UNASGN
SMITH, KELLI	1548745844	4/16/98	10:59	AM	10/29/99	UNASGN
WILLIAMS, DANIELLE	458799856	4/16/98	1:27	PM	0/00/00	UNASGN

Back OK

Home Refresh

Enterprise Requests-Unassigned

Requests-Unassigned



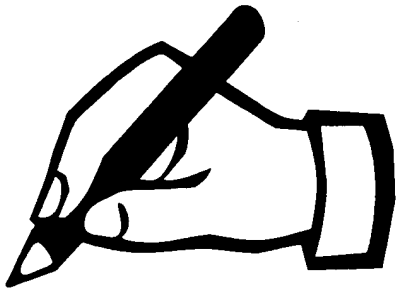
When should I
use Enterprise
Requests-
Unassigned?



Use this
section to
assign
Enterprise
authorization
requests to
an adjuster
or another
claims office.

Enterprise Requests-Unassigned - Main Menu	1
Select Unconfirmed Reservations/Rentals to Assign.....	2
View Authorization Request.....	3
Assign an Adjuster from Your Office	4
Assign an Adjuster from Another Office in Your Company	5

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notes



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Terminate an Open Rental Ticket

This Terminate Rental pop-up window appears when you click **Terminate** on a Change Reservation/ Rental screen (page 6) if the **status** is Open Rental.

- 1) Key the last date for which you authorize payment. This date cannot be prior to the current date if the rental is already extended through today. If the date keyed is greater than the current date, ARMS Web automatically extends the rental through that date.



You will not receive any more extension requests from Enterprise on a rental after that rental is terminated. However, you can still send extensions on rentals that you terminate.

- 2) Click the box to indicate whether the renter has been notified of the last date for which this payment is authorized (required). If the box is left blank, this indicates that the renter has not been notified.
- 3) Key a **comment** to explain why you are terminating the open rental ticket.
- 4) Click **OK** to process the termination.



The status still displays as "Open Rental"; however, a message displays in the **Message** field stating that the rental has been terminated and by whom. If necessary, you can extend a rental past a termination (see page 6).

ARMS - Rental Reservation System
Change Reservation/Rental

St:

Re

Termination Date:

11/08/1999

Renter has been notified:

☐

Comment:

CAR WILL BE FINISHED

Back

OK

01

Adjuster: ADAMS, KYLE

1452121425

	Days	Total
	0	7
D BE	0	7
	0	7
	0	7

Extend Rental

Authorization Information

Rental Location

Repair Information

Renter Information

Authorized Amounts

Number of Days:

7

Vehicle Rate (Claimant):

26.99

Rates

Direct Bill Percent:

100 %

Policy Coverage (Insured Only)

Daily:

Maximum:

Rental Start:

10/26/99

Last Authorized Day:

11/01/99

Authorization Total:

188.93

plus tax/surchg

Back

Finish

Rates

Home

Detail

Message

Change Adjuster

Additional Charges

Terminate

Page 7

Enterprise Requests-by Adjuster

Send a Message on an Open or Unconfirmed Reservation or Rental

This Message pop-up window appears on the screen when you click **Message** on the Change Reservation/Rental screen.

To send a message,

- 1) Key the desired message.
- 2) When the message is completed, click **OK**. The message box will disappear, but the first line of your message will display in the **Message** field. If you do not wish to complete the message, click **Back**.

The screenshot displays the Enterprise system interface. A 'Message' pop-up window is open, showing a large text input area for the message and 'Back' and 'OK' buttons. Below the pop-up, the 'Change Reservation/Rental' screen is visible. It includes a 'Type' dropdown set to 'Claimant', a 'Coverage (Insured Only)' section with 'Daily' and 'Maximum' input fields, and a list of vehicle types: EC-ECONOMY, SC-STANDARD, LC-LUXURY, XP-PICKUP TRUCK, CC-COMPACT, FC-FULL-SIZED, SP-SPECIALTY, XV-VAN, and XX-EXOTIC. The 'Message' field at the bottom contains the first line of the message. To the right, 'Rental delivery information' includes 'Phone Where Rental Needed' (000 000 0000 Ext 0000), 'Need Immed' (No), and 'Date Needed' (10/29/1999). A 'Finish' button is at the bottom right. A navigation bar at the very bottom contains links for Rates, Home, Message, Change Adjuster, and Additional Charges.

Review and/or Change an Unconfirmed Reservation

Authorization, Rental Delivery Information, and Message

This Change Reservation/Rental screen appears when you click **Next** on the previous Change Reservation/Rental screen (page 4).

- 1) Review the screen to ensure that all information is accurate. If you need to make changes, key over the existing information.
- 2) Click **Finish** to send this authorization request to Enterprise and return to the Select Reservations/Rentals screen (page 2).
Click **Back** to return to the previous Change Reservation/Rental screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (page 8).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Enterprise rent-a-car Change Reservation/Rental

Office: B0027 01 Adjuster: ADAMS, KYLE

Claim Number: Type:

Authorization Information

Authorized Amounts Number of Days: <input type="text"/> Vehicle Rate (Claimant): <input type="text" value="22.99"/> Rate Direct Bill Percent: <input type="text" value="100"/> %	Vehicle Class: <input type="text" value="PC"/> (See table below)	Policy Coverage (Insured Only) Daily: <input type="text"/> Maximum: <input type="text"/>
---	---	---

-NOT SPECIFIED	IC-INTERMEDIATE	PC-PREMIUM	XP-PICKUP TRUCK
EC-ECONOMY	SC-STANDARD	LC-LUXURY	XV-VAN
CC-COMPACT	FC-FULL-SIZED	SP-SPECIALTY	XX-EXOTIC

Message **Rental delivery information**

Phone Where Rental Needed: Ext:
Need Immed:
Date Needed:

Rates Home Message Change Adjuster Additional Charges

Extend an Open Rental

This Change Reservation/Rental screen appears if you select an open rental from the Select Reservations/Rentals screen (page 2). The **status** displays in the upper left-hand corner of the screen.

To extend a rental,

- 1) The **Number of Days** field is prefilled based on the estimated completion date. Key over to change if necessary.
- 2) Key a message over the system message in the **Message to Enterprise** field if desired.
- 3) Click **Extend Rental** to process the extension and return to the Select Reservations/Rentals screen (page 2). If all rental requests have been approved, the Select Reservations/Rentals screen will be blank.
- 4) Click **Finish** to process the extension and return to the main menu (page 1). Click **Back** to return to the previous Change Reservation/Rental screen (page 5) without processing any extension.



The next time you access this rental, the Message column displays "EXTENSION SENT BY ADAMS,KYLE @ 12:50:40." The **Total** column will also reflect the extended number of days.

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 1).

Detail - Display a detailed view of the rental.

Message - Send a message to an Enterprise office (page 8).

Change Adjuster - Change the adjustor handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Terminate - Terminate the rental (page 7).

Office: B0027 01 Adjuster: ADAMS, KYLE

Status: OPEN RENTAL **Type:** CLAIMANT **Claim#:** 1452121425
Renter: STEPHENS KEVIN

Date	S/R	Message	Days	Total
11/01/99	P	RENTAL EXTENSION REQUESTED FOR 004 DAYS	0	7
11/01/99	R	AUTHORIZATION REQUESTED THROUGH 11/05/99	0	7
11/01/99	R	BODYSHOP SAID CAR IS ON FRAME RACK, SHOULD BE	0	7
11/01/99	R	DONE BY FRIDAY	0	7
10/26/99	R	TICKET 071948 OPENED 10/26/99 @ 14:14:00	0	7

Message to Enterprise: _____

Number of Days to Extend:

Authorization Information
 Authorized Amounts:
 Number of Days:
 Vehicle Rate (Claimant): Rates
 Direct Bill Percent: %

Rental Location

Repair Information
 Policy Coverage (Insured Only)
 Daily:
 Maximum:

Renter Information
 Rental Start: 10/26/99
 Last Authorized Day: 11/01/99
 Authorization Total: 188.93
 plus tax/surchg

Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request)

This Change Reservation/Rental screen appears when you select an unconfirmed reservation/ticket on the Select Reservations/Rentals screen (page 2).

- 1) Key the number of days and the amount you are authorizing. This includes the daily rate, the maximum dollar amount allowed on the rental, and the number of days allowed.
- 2) Click **Next** to continue to the next Change Reservation/Rental screen (page 4).
Click **Back** to return to the Select Reservations/Rentals screen (page 2).



If the **claim type** is **Insured** or **Theft**, the **Number of Days** field and the **Policy Coverage** fields must be filled in (required). If the **claim type** is **Claimant**, the **Number of Days** field, the **Vehicle Rate** field, and the **Direct Bill Percent** field must all be filled in (required).

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (page 8).

Change Adjuster - Change the adjustor handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Cancel - Delete any information updated on this screen and return to the previous screen.

Enterprise

rent-a-car

ARMS - Automated Rental Management System
Change Reservation/Rental
 Office: B0027 01 Adjuster: ADAMS, KYLE

Status: UNAUTHORIZED OPEN RENTAL Type: CLAIMANT Claim#: 5897532141

Renter: CONRAD KAREN

Date	S/R	Message	Days	Total
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 12:21:44	0	0
10/29/99	R	Adjuster: Kyle Adams**	0	0

Message to Enterprise:

Authorization Information

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant): Rates

Direct Bill Percent: %

Rental Location

Repair Information

Policy Coverage (Insured Only)

Daily:

Maximum:

Renter Information

Authorization Total:
plus tax/surchg

Back
Next

Rates
Home
Message
Change Adjuster
Additional Charges
Cancel

Review and/or Change an Unconfirmed Reservation (Direct Bill Request) *Renter, Vehicle, Repair Facility, and Claim Information*

This Change Reservation/Rental screen appears when you click **Next** on the previous Change Reservation/Rental screen (page 3).

- 1) Review the screen to ensure that all information is accurate. If you need to make changes, key over the existing information.
- 2) Click **Next** to continue to the next Change Reservation/Rental screen (page 5).
Click **Back** to return to the previous Change Reservation/Rental screen (page 3).

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (page 8).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental (Appendix, page 7).

Enterprise
rent-a-car

Office: B0027 01 Adjuster: ADAMS, KYLE

Change Reservation/Rental

Renter Information

Last Name: CONRAD First: KAREN
Address: 815 OAK ST.
City/St/Zip: ST LOUIS MO 63114
Work Phone: 314 555 2555 Ext: 0000
Home Phone: 314 555 1254

Vehicle Information

Yr/Make/Model: 97 ELANTRA (Loss Vehicle)
Repair Facility: TOTAL LOSS
Phone: 000 000 0009

Claim Information

Insured Last Name: First:
Policy Number:
Date of Loss: / /

Back **Next**

Home **Message** **Change Adjuster** **Additional Charges**

Enterprise Requests-by Adjuster - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Enterprise Requests - by Adjuster**.
- 4) The Select Reservations/Rentals screen appears (page 2).



If you key an **adjustor's last name** in the **Handling for Adjuster** field, Enterprise requests for *only* that adjustor display on the Select Reservations/Rentals screen (page 2). Records appear in alphabetical order according to the **renter** name.

If you leave the **Handling for Adjuster** field *blank*, requests for *all* adjustors display on the Select Reservations/Rentals screen (page 2). Authorization requests appear in alphabetical order according to the **adjustor** name.

If you want to display requests for one particular adjustor, leave your name in the **Adjuster** field and input the other name in the **Handling for Adjuster** field.

Select a Reservation/Rental

This Select Reservations/Rentals screen appears when you click **Enterprise Requests-by Adjuster** on the main menu (page 1).

- 1) Click to highlight any name in the Renter Name column, and click **OK** to select that file.
- 2) The Change Reservation/Rental screen appears (page 3).



In this example, the **Adjuster** field was filled with Adams on the main menu (page 1), so authorization requests display for *only* him.



If your system is set to lock the adjuster's name on the main menu, keying ***ALL** in the **Handling for Adjuster** field will display requests for all adjusters.

You can also click either of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.

Enterprise rent-a-car
Office: B0027 01
Select Reservations/Rentals

Renter Name	Claim Number	Adjuster	Receive Date	Type
* CONRAD, HAREN	5897532141	ADAMS, KYLE	10/29/99	DB REQ
* STEPHENS, KEVIN	1452121425	ADAMS, KYLE	11/01/99	EXTN

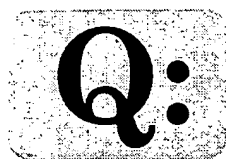
* = Requests more than 24 hours old

Back OK

Home Refresh

Enterprise Requests-by Adjuster

Requests-by Adjuster



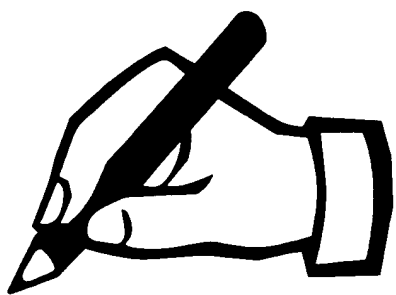
When should I use Enterprise Requests-by Adjuster?



Use this section to respond to authorization requests for unconfirmed reservations/tickets and/or to extend rentals.

Enterprise Requests-by Adjuster - Main Menu	1
Select a Reservation/Rental	2
Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request)	3
Review and/or Change an Unconfirmed Reservation (Direct Bill Request)	4
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
Review and/or Change an Unconfirmed Reservation	5
<i>Authorization, Rental Delivery Information, and Message</i>	
Extend an Open Rental.....	6
Terminate an Open Rental Ticket	7
Send a Message on an Open or Unconfirmed Reservation or Rental	8

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notes



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Cancel a Reservation

The Cancel Reservation pop-up window appears when you click **Cancel** on the Change Reservation/Rental screen (page 5) if the status is "Unconfirmed Reservation" or "Reservation."

- 1) Key a **comment** that explains why this unconfirmed reservation or reservation is being cancelled.
- 2) Click **OK** to process the cancellation and return to the Select Reservations/Rentals screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 4) without cancelling the reservation.



The status changes from "Unconfirmed Reservation" or "Reservation" to "Cancelled."

Change Reservation/Rental

Office: B0076 01 Adjuster: ADAMS, KYLE

Cancel reservation X

Comment

INSURED HAS NO RENTAL COVERAGE

Back
OK

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant): Rates

Direct Bill Percent:

Policy Coverage (Insured Only)

Daily:

Maximum:

Back
Finish

12879624

	Days	Total
	7	7
	1	7
09:42	0	6
	0	6
7	6	6

Renter Information

Authorization Total: 210.00

Rates
Home
Detail
Message
Change Adjuster
Additional Charges
Cancel

Terminate an Open Rental Ticket

This Terminate Rental pop-up window appears when you click **Terminate** on the Change Reservation/Rental screen (page 5) if the **status** is "Open Rental."

- 1) Key the last date for which you authorize payment. This date cannot be prior to the current date if the rental is already extended through today. If the date keyed is greater than the current date, ARMS Web automatically extends the rental through that date.



You will not receive any more extension requests from Enterprise on a rental after that rental is terminated, though you can still receive messages.

- 2) Click the box to indicate whether the renter has been notified of the last date for which this payment is authorized (required). If the box is left blank, this indicates the renter has not been notified.
- 3) Key a **comment** to explain why you are terminating the open rental ticket.
- 4) Click **OK** to process the termination.



The status still displays as "Open Rental"; however, a message displays in the **Message** field, stating that the rental has been terminated and by whom. If necessary, you can extend a rental past a termination (page 9).

Office: B0076 01 Adjuster: ADAMS, KYLE

Status: OPEN RENTAL Type: THEFT Claim#: 1459287311

Renter: **Terminate rental**

Termination Date: 10/25/1999

Renter has been notified: ☒

Comment:
CUSTOMER HAS RECEIVED SETTLEMENT CHECK

Number: Auth:

Days	Total
0	10
0	10
0	10
0	10

Number of Days:	15	Daily:	
Vehicle Rate (Claimant):	36.99	Maximum:	600.00
Direct Bill Percent:	100 %		

Rental Start: 10/15/99
Last Authorized Day: 10/30/99
Authorization Total: 591.84
plus tax/surchg

Extend an Open Rental

This Change Reservation/Rental screen appears when a match is found for an open rental. The **status** displays in the upper left-hand corner of the screen.

To extend a rental,

- 1) Key the desired number in the **Number of Days to Extend** field.
- 2) Key a message if desired.
- 3) Click **Extend Rental**.
- 4) Click **Finish** to process the extension and return to the Select Reservations/Rentals screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 4) without processing any extension.



The next time you access this rental, the S/R message displays "EXTENSION SENT BY ADAMS,KYLE @ 10:46:21." The **Total** column will also reflect the extended number of days.

For an explanation of the buttons, please refer to page 8.

Enterprise

Change Reservation/Rental
Change Reservation/Rental

rent-a-car
Office: B0076 01

Adjuster: ADAMS, KYLE

Status: OPEN RENTAL
Renter: ANTON

Type: CLAIMANT
CHRIS

Claim#: 1459246832

Date	S/R	Message	Days	Total
10/20/99	S	TERMINATION SENT BY ADAMS,KYLE ON 10/27/99	3	13
10/15/99	R	TICKET 073082 OPENED 10/15/99 @ 08:00:00	0	10
10/14/99	R	AUTHORIZATION CONFIRMED BY ENTERPRISE @ 13:22:30	0	10
10/14/99	R	RESERVATION NUMBER 111395	0	10
10/14/99	S	AUTHORIZATION SENT 13:22:30 10 DAYS @ 20.99/DAY	10	10

Message to Enterprise:
 Number of Days to Extend: CAR FINISHED 10/20

Authorization Information
 Authorized Amounts
 Number of Days:
 Vehicle Rate (Claimant):
 Direct Bill Percent: %

Rental Location

Repair Information

Renter Information
 Rental Start: 10/15/99
 Authorization Terminated: 10/27/99
 Authorization Total: 272.87
 plus tax/surchg

Send a Message on an Open or Unconfirmed Reservation or Rental

This Message pop-up window appears when you click **Message** on the Change Reservation/Rental screen (page 9).

To send a message,

- 1) Key the desired message.
- 2) When the message is completed, click **OK**. The message box will disappear, but the first line of your message will display in the **Message to Enterprise** field on the previous screen (page 9). Click **Back** to return to the Select Reservation/Rentals screen (page 4) without completing the message.

The screenshot shows a 'Message' pop-up window in the foreground and the 'Change Reservation/Rental' screen in the background.

Message Window:

- Title: Message
- Text input: CAR FINISHED 10/20
- Buttons: Back, OK

Change Reservation/Rental Screen:

- Adjuster: ADAMS, KYLE
- Vehicle ID: 1459246832
- Table:

	Days	Total
99	3	13
	0	10
13:22:30	0	10
	0	10
20.99/DAY	10	10

Number of Days to Extend: **Extend Rental**

Message to Enterprise:

Authorization Information

Authorized Amounts	
Number of Days:	13
Vehicle Rate (Claimant):	20.99 Rates
Direct Bill Percent:	100 %

Rental Location

Repair Information

Renter Information

Rental Start:	10/15/99
Authorization Terminated:	10/27/99
Authorization Total:	272.87
plus tax/surchg	

Policy Coverage (Insured Only)

Daily:
Maximum:

Back **Finish**

Footer: Rates Home Detail Message Change Adjuster Additional Charges Terminate

Change and Process an Unconfirmed Reservation/Ticket

Authorization, Rental Delivery Information, and Message

This Change Reservation/Rental screen displays when you click **Next** on the previous Change Reservation/Rental screen (page 6).

- 1) Key additional information, or key over any existing information you wish to change.



The **Number of Days** and the **Vehicle Rate** fields are *required* to confirm the authorization/reservation. If you do *not* key the **number of days authorized**, the reservation/ticket remains unconfirmed.

- 2) Click **Finish** to process the changes to this unconfirmed reservation/ticket and return to the Select Reservations/Rentals screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates (page 5).

Home - Return to the main menu (page 2).

Message - Send a message to an Enterprise office (page 10).

Change Adjuster - Change the adjustor handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

APUS Authorized Rental System - 2000
Change Reservation/Rental

Office: B0076 01 Adjuster: ADAMS, KYLE

Claim Number: 4512879624 Type: Insured

Authorization Information

Authorized Amounts

Number of Days: 6
Vehicle Rate (Claimant): Rate
Direct Bill Percent: 100 %

Vehicle Class:
(See table below)

Policy Coverage (Insured Only)

Daily: 30.00
Maximum: 900.00

-NOT SPECIFIED IC-INTERMEDIATE PC-PREMIUM XP-PICKUP TRUCK
EC-ECONOMY SC-STANDARD LC-LUXURY XV-VAN
CC-COMPACT FC-FULL-SIZED SP-SPECIALTY XX-EXOTIC

Message

Rental delivery information

Phone Where Rental Needed: 314 512 5000 Ext: 0000
Need Immed: No
Date Needed: / /

Back

Finish

Rates Home Message Change Adjuster Additional Charges

Change and Process a Reservation or an Open Rental

This Change Reservation/Rental screen appears when a match is found for a reservation or an open rental. The **status** displays in the upper left-hand corner of the screen.

- 1) Key over any existing information to change.
- 2) Click **Finish** to process the changes for this reservation or open rental and return to the Select Reservations/Rentals screen (page 4).

OR

Click **Detail** to make more detailed changes (Appendix, page 3).

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates (page 5).


Home - Return to the main menu (page 2).

Message - Send a message to an Enterprise office (page 10).

Change Adjuster - Change the adjustor handling the file (Appendix, page 5).

Additional Charges - View any additional charges on the rental contract (Appendix, page 7).

Terminate - Terminate the rental (page 12).



Change Reservation/Rental
 Office: B0076 01 Adjuster: ADAMS, KYLE

Status: OPEN RENTAL
Type: CLAIMANT
Claim#: 1459246832

Renter: ANTON
CHRIS

Date	S/R	Message	Days	Total
10/20/99	S	TERMINATION SENT BY ADAMS, KYLE ON 10/27/99	3	13
10/15/99	R	TICKET 073082 OPENED 10/15/99 @ 08:00:00	0	10
10/14/99	R	AUTHORIZATION CONFIRMED BY ENTERPRISE @ 13:22:30	0	10
10/14/99	R	RESERVATION NUMBER 111395	0	10
10/14/99	S	AUTHORIZATION SENT 13:22:30 10 DAYS @ 20.99/DAY	10	10

Message to Enterprise: _____

Number of Days to Extend: **Extend Rental**

Authorization Information

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant): Rates

Direct Bill Percent: %

Rental Location

Policy Coverage (Insured Only)

Daily:

Maximum:

Repair Information

Renter Information

Rental Start: 10/15/99

Authorization Terminated: 10/27/99

Authorization Total: 272.87

plus tax/surchg

Back
Finish

Rates
Home
Detail
Message
Change Adjuster
Additional Charges
Terminate

Change an Unconfirmed Reservation/Ticket

This Change Reservation/Rental screen displays when a match is found for an unconfirmed reservation/ticket. The **status** displays in the upper left-hand corner of the screen.

The information on each of the tabs (Authorization Information, Rental Location, Repair Information, Renter Information) depends upon the status of the reservation/rental.

- 1) Click on any of the tabs to alter **renter**, **vehicle**, **repair facility**, and/or **claim** information.
- 2) Click **Finish** to complete your change and return to the main menu.

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 2).

Detail - Advance to the next Change Reservation/Rental screen (page 6).

Message - Send a message to an Enterprise office (page 10).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Cancel - Cancel the reservation (page 11).

Enterprise rent-a-car Change Reservation/Rental

Office: B0076 01 Adjuster: ADAMS, KYLE

Status: RESERVATION Type: INSURED Claim#: 4512879624
Renter: THOMPSON JONATHON

Date	S/R	Message	Days	Total
10/25/99	R	AUTH CONFIRMED BY ENTERPRISE @ 14:13:07	0	5
10/25/99	R	RESERVATION NUMBER 152187	0	5
10/25/99	S	AUTHORIZATION SENT 14:13:04 5 DAYS @ 30.00/DAY	5	5

Message to Enterprise:

Authorization Information | Rental Location | Repair Information | Renter Information

Authorized Amounts: Number of Days: 5
Vehicle Rate (Claimant): Rates
Direct Bill Percent: 100 %

Policy Coverage (Insured Only): Daily: 30.00
Maximum: 900.00

Authorization Total: 150.00

Change an Unconfirmed Reservation/Ticket

Renter, Vehicle, Repair Facility, and Claim Information

This Change Reservation/Rental screen appears when you click **Detail** on the previous Change Reservation/Rental screen (page 5).

- 1) Key additional information, or key over any existing information you wish to change.
- 2) Click **Next** to continue to the next Change Reservation/Rental screen (page 7) to alter **authorization** or **rental delivery information** or to add a message. Click **Back** to return to the previous Change Reservation/Rental screen (page 5).

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 2).

Message - Send a message to an Enterprise office (page 10).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Enterprise
rent-a-car

Office: B0076 01 Adjuster: ADAMS, KYLE

Change Reservation/Rental

Renter Information

Last Name: THOMPSON First: JONATHON

Address: _____

City/St/Zip: _____

Work Phone: 314 555 6985 Ext. 0000

Home Phone: 314 555 2365

Vehicle Information

Yr/Make/Model: _____ (Loss Vehicle)

Repair Facility: _____

Phone: 000 000 0000

Claim Information

Insured Last Name: _____ First: _____

Policy Number: _____

Date of Loss: ____/____/____

Back **Next**

Home **Message** **Change Adjuster** **Additional Charges**

Use a “Filter” Screen to Select a Reservation/Rental

- 1) Key specific criteria to narrow the list of all reservations/rentals from which to choose.
 - ★ For example, if you know the renter’s claim number and date of loss, key that information in the appropriate fields.
- 2) Click **Next**.
- 3) If an exact match is *not* found, the Select Reservations/Rentals screen appears (page 4).
If an exact match *is* found, the Change Reservation/Rental screen appears (page 5).

Any combination of information may be used to narrow the search for reservations/rentals.



Use the **Status** field in conjunction with the other information keyed to further narrow the search. If the **Status** field is left *blank*, the system searches *all* reservations/rentals.

Use the **Status** drop-down menu to search for open reservations only or open rentals only.



The **Last Authorized Day** field allows you to select rentals authorized up to and including the date provided.

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 2).

Adjustor Lookup - Display a list of adjustors (Appendix, page 5).

Select a Reservation/Rental


This Select Reservations/Rentals screen appears under the following conditions:

- ♦ More than one match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 3).
 - ♦ No match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 3).
- 1) Click to highlight a name in the Renter Name field, and click **OK** to select the renter whose reservation or rental you want to change.
 - 2) The Change Reservation/Rental screen appears (page 5).

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 2).

Refresh - Remove all updated information from the current page.



ARMS Automated Rental Management System

Select Reservations/Rentals

Office: B0076 01

Renter Name	Claim Number	Adjuster	Loss Date	Type
ANTON, CHRIS	1459246832	ADAMS, KYLE	0/00/00	OPEN
BROWN, LUCILLE	3589249521	ADAMS, KYLE	0/00/00	OPEN
CLARK, MICHAEL	4519298216	ADAMS, KYLE	10/18/99	OPEN
* CONRAD, KAREN	5897532141	ADAMS, KYLE	0/00/00	DB REQ
EVANS, JOE	6578324681	ADAMS, KYLE	0/00/00	OPEN
JOHNSON, BETTY	1459287311	ADAMS, KYLE	0/00/00	OPEN
JONES, PAULINE	4516824672	ADAMS, KYLE	0/00/00	OPEN
LURKINS, STEPHANIE	8974656891	ADAMS, KYLE	10/22/99	OPEN
SMITH, JOE	1458324548	ADAMS, KYLE	10/15/99	OPEN
* STEPHENS, KEVIN	1452121425	ADAMS, KYLE	0/00/00	EXTN
THOMPSON, JONATHON	4512879624	ADAMS, KYLE	0/00/00	RESERV

* = Requests more than 24 hours old

Back
OK

Home
Refresh

Authorization Status Definitions

RESERVATION	A rental has been authorized, but the customer has not yet picked up a rental car or started a rental ticket/contract.
OPEN RENTAL	The customer has picked up a car and has opened a rental ticket/contract.
DIRECT BILL REQUEST	The customer has reserved or rented a car through Enterprise, and Enterprise is requesting that you confirm whether you will authorize the rental.
EXTENSION	An extension request is pending on an open contract.
MESSAGE	An incoming message is pending on an open reservation/rental.
EXTN/MSG	(Extension and Message) - An extension request, along with an additional message, is pending on an open contract.
SENT	You have sent an authorization to Enterprise, but the office has not yet sent back a confirmation.
CLOSED	(Closed Ticket) - The customer has returned the rental car and ended the contract.
REJECT	(Authorization Rejected) - An unconfirmed ticket or reservation has been denied authorization.
CANCEL	(Cancelled Reservation) - A previously authorized reservation has been cancelled.
UNASSIGNED RESERVATION	A direct bill request from Enterprise has yet to be assigned to an adjustor.

The following status definitions apply only to those companies that use the ARMS Web Electronic Invoicing feature:

INVOICE - The rental ticket has been closed and is awaiting approval for payment.

REJECTED INVOICE - Authorization for payment of the invoice has been denied.

INVOICE RETURNED - An invoice has been returned to the adjustor because the home office's system could not find a matching claim number and cannot issue payment.

PAID - The invoice has been approved and processed for payment.



The invoice is marked "PAID" in the ARMS Web system only. Your account will be credited upon receipt of payment.

Change a Reservation/Rental - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.



If the **Adjuster** field is left *blank*, the Adjustor Selection screen (Appendix, page 5) displays when you click **Change Reservation/Rental**.

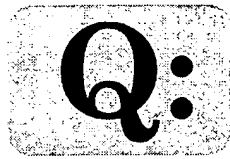
- 3) Click **Change Reservation/Rental**.
- 4) The Select Reservation/Rental “filter” screen appears (page 3).

The screenshot shows the main menu of the Enterprise rent-a-car system. At the top, the Enterprise logo is on the left, and the text "Home" is on the right. Below the logo, the text "rent-a-car" is displayed. To the right of "rent-a-car", the "Office" field is set to "B0076" and the "Adjuster" field is set to "ADAMS". Below the "Office" and "Adjuster" fields, there is a "Handling for Adjuster" field with a dropdown menu and the text "(Or *ALL)".

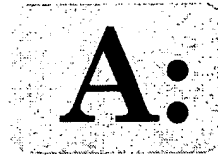
The main menu is divided into two columns of buttons. The left column is titled "Rental Activity" and contains the following buttons: "Renter's Last Name:" (with a text input field), "Create Reservation", "Enterprise Requests by Adjuster", "Change Reservation/Rental", and "Enterprise Requests-Unassigned". The right column is titled "Rental Lookup" and contains the following buttons: "View Reservation/Rental", "On-Line Reporting", "Invoicing", "Process Approved Invoices", and "ARMS Maintenance", followed by "Setup and Maintenance".

At the bottom left of the screen, there is a "Logoff" button.

Change Reservation/Rental



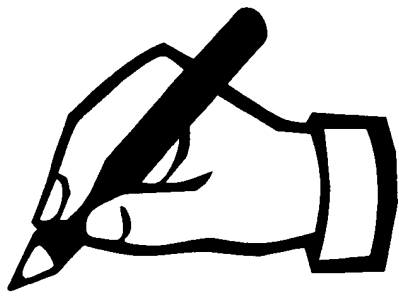
When should I
use Change
Reservation/
Rental?



Use this
section to
extend a
rental or
change
information
on an existing
reservation.

Authorization Status Definitions	1
Change a Reservation/Rental - Main Menu	2
Use a "Filter" Screen to Select a Reservation/Rental	3
Select a Reservation/Rental	4
Change an Unconfirmed Reservation/Ticket.....	5
Change an Unconfirmed Reservation/Ticket.....	6
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
Change and Process an Unconfirmed Reservation/Ticket.....	7
<i>Authorization, Rental Delivery Information, and Message</i>	
Change and Process a Reservation or an Open Rental.....	8
Extend an Open Rental.....	9
Send a Message on an Open or Unconfirmed Reservation or Rental ...	10
Cancel a Reservation	11
Terminate an Open Rental Ticket	12

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Create a Reservation - Rate Selection

This pop-up window appears when you click **Rates** from the Create Reservation screen (page 4).



The window shown below displays an *example* of vehicle classes and the associated rates. The rates displayed in this window are determined by the telephone number keyed in the **Phone Where Rental Is Needed** field on the Create Reservation screen. ARMS Web uses this telephone number to locate the Enterprise office closest to where the renter needs the car. The vehicle classes and rates that display are valid only at that particular Enterprise office.

This window also displays the Enterprise office location and phone number that you may wish to give to the renter.



If there are no Enterprise offices found, based on the Phone Where Rental Is Needed field, the reservation will be sent to Claims Connection in St. Louis.

- 1) Click to highlight the car class you wish to select, and click **OK**. ARMS Web automatically places the selected rate in the appropriate field and returns you to the Create Reservation screen (page 4).
- 2) Click **Back** to return to the Create Reservation screen without selecting a car class.

Claim Number:

"Quick Rez"
Renter Last Name:
Work Phone: 000 000
Home Phone: 000 000
Phone Where Rental is Needed: 314 512
Authorized Amounts
Number of Days:
Vehicle Rate (Claimant): **Rates**
Direct Bill Percent: 100 %
Message to Enterprise:
Back

Rental Vehicle Class / Rate Selection ✕
ENTERPRISE RENT-A-CAR - 0139
7730 BONHOMME AVENUE
CLAYTON MO 63105
(314) 862-4486

Class	Description	Daily Rate
EC	ECONOMY	18.99
CC	COMPACT	20.99
IC	INTERMEDIATE	22.99
SC	STANDARD	24.99
FC	FULL-SIZED	26.99
PC	PREMIUM	30.99
LC	LUXURY	36.99
SP	SPECIALTY	45.99
XP	PICKUP TRUCK	32.99
XV	VAN	35.99
XX	EXOTIC	65.99

Back **OK**

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Select an Adjustor

This Adjuster Selection pop-up window appears when no adjuster has been assigned to the selected claim.

- 1) Key the desired adjuster name in the Adjuster Last Name field and click **Search**.

OR

Click to highlight the desired adjuster in the Adjuster name field, and click **OK**.

- 2) The Create Reservation screen appears (page 4).



Click **Change Claims Office** to find a new claims office.

ARMS Automated Rental Management System

Adjuster Selection

Office: B0174 01

Adjuster Last Name: Search

Adjuster Name

- ADAMS, KYLE
- DENNISON, MICHAEL
- DEVALLANCE, KIM
- KRAUSE, BRENDA
- LALLEY, BRIAN
- MAYNES, DONNA
- MC GRATH, BRIAN
- MEYER, THERESA
- MILLER, REGINA
- MONSON, DAVID
- RANDOLPH, JANICE
- SUMMER, CALI
- TOTH, KELLY
- UNKNOWN, UNKNOWN

Back OK

Change Claims Office

Warning: Applet Window

Create a Reservation

This Create Reservation screen appears when there is no match for the first three letters of the renter's last name keyed on the main menu (page 1) or when you click **Add New Rental** on the Select Reservations/Rentals screen (page 2).

Use this screen to key only required (minimal) information and process the reservation quickly.

- 1) Key **all information** under the "Quick Rez" tab. If you do not key all information and attempt to process the reservation, the following error message displays at the bottom of the screen: "Mandatory field missing." The fields that still require information appear in reverse text on your screen. Use the Additional Information tab to add details such as claim and repair information.



Be sure to key the phone number where the rental is needed. The ARMS Web program uses this phone number to determine the closest Enterprise office that can service the renter. Please note that 800 and 888 toll-free numbers are not valid in this field.

- 2) Click **Rates** to display a list of vehicle rates (page 5).
- 3) Click **Finish** to process the reservation and return to the main menu (page 1).

Create a Reservation - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Key the first three letters of the **renter's last name** (required).
- 4) Click **Create Reservation**.
- 5) If Enterprise has already requested a reservation authorization for a renter whose last name matches the three letters keyed, the Select Reservations/Rentals screen appears when you click **Create Reservation** (page 2). If there is no match for the letters keyed, the Create Reservation screen appears (page 4).



The Select Reservations/Rentals screen prevents duplicate authorization requests. You will probably see it often.

The screenshot shows the Enterprise rent-a-car main menu. At the top, the Enterprise logo is on the left, and the text "Enterprise rent-a-car" is in the center. To the right of the logo is a "Home" link. Below the logo, the text "Office: B0021" and "Adjuster: ADAMS, KYLE" are displayed. The main menu is divided into two columns. The left column is titled "Rental Activity" and contains four buttons: "Create Reservation", "Enterprise Requests by Adjuster", "Change Reservation/Rental", and "Enterprise Requests Unassigned". The right column is titled "Rental Lookup" and contains four buttons: "View Reservation/Rental", "On-Line Reporting", "Invoicing", and "Process Approved Invoices". Below the "Invoicing" button is a button labeled "ARMS Maintenance". At the bottom left of the screen is a "Logoff" button. The background of the menu is a light gray with a subtle pattern.

Enterprise rent-a-car

Office: B0021 01 Adjuster: ADAMS, KYLE

Handling for Adjuster: (Or *ALL)

Rental Activity

Renter's Last Name: JOH

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff

Select a Reservation

This Select Reservations/Rentals screen appears if Enterprise has sent an authorization request to your claims office for a renter whose last name matches the first three letters keyed on the main menu (page 1).

- 1) Highlight the rental you wish to view.
- 2) To select the rental, double-click the highlighted line, click **OK**, or press **ENTER**.
- 3) If no adjuster has been selected, an Adjuster Selection pop-up window will appear (page 3). If an adjuster has been selected, the Create Reservation screen will appear (page 4).



If the name of the renter whose request you wish to authorize is not on the list, click **Add New Rental** at the bottom of the screen to advance to the Create Reservation screen (page 4).

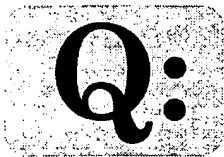
Click **Back** or **Home** to return to the main menu (page 1). Click **Refresh** to refresh the current screen.

The screenshot shows the 'Enterprise rent-a-car' interface. At the top, it says 'Enterprise rent-a-car' and 'Office: B0174 01'. Below this is a table with the following data:

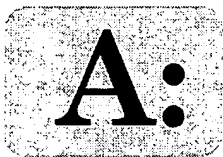
Renter Name	Claim Number	Adjuster	Type
* JOHNSON, TAMMY		0/00/00	UNASGN

Below the table is a large empty box. At the bottom left, there is a note: '* = Requests more than 24 hours old.' At the bottom right, there is an 'OK' button. At the very bottom, there are three buttons: 'Home', 'Add New Rental', and 'Refresh'.

Create Reservation



When should I
use Create
Reservation?



Use this section
to authorize
a rental.

Create a Reservation - Main Menu 1

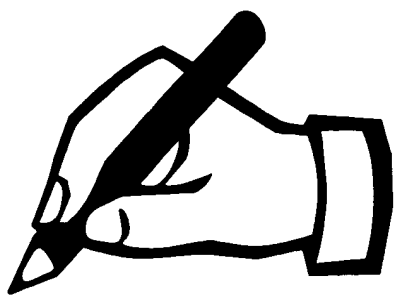
Select a Reservation 2

Select an Adjustor 3

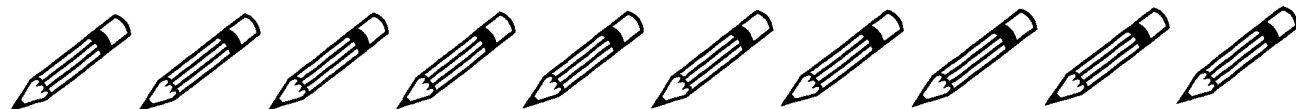
Create a Reservation 4

Create a Reservation - Rate Selection 5

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Sign On

Depending on the type of link your company has with Enterprise, the following screen may or may not appear. If it does *not* appear, consult your supervisor for sign-on procedures.

If the Sign On screen *does* appear,

- 1) Key your **User ID** and **Password**. This user ID and password will be issued to you by Enterprise. These allow Enterprise to confirm that you are authorized to use ARMS Web.
- 2) Press **ENTER** or click **Logon**. The ARMS Web main menu appears (page v).

Enterprise
rent-a-car

ARMS

AUTOMATED RENTAL MANAGEMENT SYSTEM

Please Enter Your User and Password to Logon

User: *****

Password: *****

Logon

NOTICE OF COPYRIGHT: All aspects of this system (including data, systems designs, and software) are protected by copyright. No transfer of such is allowed to anyone not an Enterprise employee without authorization in writing from Enterprise Rent-A-Car.

ARMS Web Main Menu

Before you select any option from the ARMS Web main menu, *always* be sure to key your **claims office code**. Your **name** should already display in its field. Once this information is keyed on the main menu, it carries forward to all screens throughout the program. There is no need to re-key it. If you are monitoring or making changes to another adjustor's files, be sure to enter his or her last name in the **Handling for Adjuster** field.

Note: The Process Approved Invoices feature is only available to customers that use Bulk Billing.

The screenshot shows the ARMS Web Main Menu. At the top, the Enterprise rent-a-car logo is on the left, and 'ARMS Automated Rental Management System Home' is on the right. Below the logo, the text 'Office: B0183 01' and 'Adjuster: ADAMS, KYLE' is displayed. The main area is divided into two columns. The left column, titled 'Rental Activity', contains a 'Renter's Last Name' field, a 'Create Reservation' button, an 'Enterprise Requests by Adjuster' button, a 'Change Reservation/Rental' button, and an 'Enterprise Requests Unassigned' button. The right column, titled 'Rental Lookup', contains a 'View Reservation/Rental' button, an 'On-Line Reporting' button, an 'Invoicing' section with a 'Process Approved Invoices' button, and an 'ARMS Maintenance' section with a 'Setup and Maintenance' button. A 'Handling for Adjuster' field with a dropdown menu (showing '(Or *ALL)') is located above the 'Rental Lookup' section. A 'Logoff' button is in the bottom left corner.

Key the information once on the main menu...

AND

the information carries forward to subsequent screens, as shown in the example below.

The screenshot shows the 'Change Reservation/Rental' screen. At the top, the Enterprise rent-a-car logo is on the left, and 'ARMS Automated Rental Management System Change Reservation/Rental' is on the right. Below the logo, the text 'Office: B0183 01' and 'Adjuster: ADAMS, KYLE' is displayed. The main area shows the following information: Status: UNASSIGNED RESERVATION, Type: INSURED, Claim#: [blank], Renter: JOHNSON, TAMMY.

User Guide Overview

Keep these important points in mind when reading your User Guide:

The screens shown throughout this guide are reproduced directly from the ARMS Web system and are accurate reflections of the actual screens. Field buttons appear in **bold** type. They can be clicked to access information or move to another screen.

Enterprise rent-a-car ARMS Automated Rental Management System Home

Office: B0137 | 01 Adjuster: ADAMS, KYLE

Handling for Adjuster: (Or *ALL)

Rental Activity

Renter's Last Name: JOH

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logout

Helpful Hints

- ◆ Remember to key your **claims office code** in the **Office** field on the main menu (shown above). Your name will already be set in the Adjuster field after you log on to the system. Once you enter the office code here, it is carried forward throughout the program for you.
- ◆ If you are monitoring or making changes to another adjuster's files, be sure to enter his or her last name in the **Handling for Adjuster** field.
- ◆ Whenever a button is highlighted (see Create Reservation above), you can press **ENTER** or click the button to select it. You can highlight a button by pressing **TAB** to move from one button to the next. Though there are three methods by which to select the screen, the User Guide will use only the highlight and click **OK** method. Remember that you can use any of the methods at any time.

Common Definitions

- ◆ A *finger* is what the cursor turns into when it is positioned over a button. Click to select that button.
- ◆ A *button* is an area on the screen that allows you to access, view, and/or change information.



User Guide Overview

Function Keys

There are no function keys in ARMS Web. They have been replaced by buttons located at the bottom of each screen. Detailed instructions for these buttons are provided in the Appendix in the back of the guide.

Other Information

Logoff allows you to log off the system at any time by clicking the button.

Next indicates that you will move to the next screen to obtain or add more information. When the finger is placed on **Next**, click to move to the next screen. Click the **Back** button to return to the previous screen.

Enterprise
rent-a-car

ARMS Automated Rental Management System
Change Reservation/Rental

Office: B0174 01 Adjuster: ADAMS, KYLE

Status: UNASSIGNED RESERVATION Type: INSURED Claim#:
Renter: JOHNSON TAMMY

Date	S/R	Message	Days	Total
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 10:48:04	0	0
10/29/99	R	Adjuster: Unknown*	0	0

Message to Enterprise:

Authorization Information | Rental Location | Repair Information | Renter Information

Authorized Amounts:
Number of Days:
Vehicle Rate (Claimant): Rates
Direct Bill Percent: 100 %

Policy Coverage (Insured Only)
Daily:
Maximum:

Last Authorized Day: 0/00/00
Authorization Total: .00

Back Next

Rates Home Message Change Adjuster Additional Charges Cancel

On-screen Information

All on-screen information in this guide, including renter names, Enterprise employee names, adjustor names, repair facility names, addresses, claim numbers, and telephone numbers, has been invented for training purposes.

Any information that matches an actual person or place is purely coincidental.

Introduction

Welcome to ARMS Web!

This User Guide offers step-by-step instructions that clearly guide you through each function of ARMS Web. It also shows you how to maximize the benefits of the system. Enterprise encourages you to keep the User Guide handy for future reference.

What is ARMS Web?

It is the Internet-based version of the **A**utomated **R**ental **M**anagement **S**ystem. ARMS Web forms a web-based computer link between your company and Enterprise Rent-A-Car. You can create reservations to set up rentals for your insured or claimants directly through the Enterprise computer system. You also have the ability to change existing reservations and rentals, view rates, extend authorizations, receive authorization requests and extension requests, send messages back and forth with Enterprise, and much more.

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****ARMS/400 UPDATE****

Bill Amount - The amount of the rental bill.

Total - The number of contracts the adjuster is handling at this time.

Avg - The average numbers from the columns above.

3. Key **1** in the **Sel** (Select) field to choose a particular claim.
4. Press **[ENTER]**. The View Reservation/Rental screen appears. Please refer to the ARMS/400 User Guide to view the View Reservation/Rental screen.

- | | |
|--------------|---|
| [F3] | Exit
Return to the Main Menu (page 1). |
| [F5] | Previous Adj
Display the previous adjuster's (alphabetically) claims (if applicable). |
| [F6] | Next Adj
Display the next adjuster's claims (if applicable). |
| [F9] | Show Renter
Display renters' names in place of the claim numbers. |
| [F12] | Prev
Return to the Select Report View Options screen (page 2). |

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ARMS/400 UPDATE

Closed Detail Screen

```

A4510RA      ARMS/400 - Automated Rental Management System
OFFICE: INS11 02      Closed Detail - By Adjuster, By Auth Days
                                     Office Active: 01/1999
Position to Adjuster Last Name:      Range: 01/2000-02/2000

Adjuster Name:  ADAMS, KYLE

Sel  Claim Number  Typ  Rate  Rent  Auth  #Of  Total  Amt  Bill
    123456789012   I   20.00  32   30   5  640.00 600.00 600.00
    660257894155   C   22.00  20   20   2  440.00 440.00 440.00
    556589541255   T   20.00  15   14   1  300.00 280.00 280.00
    987451547486   I   20.00   5    5   1  100.00 100.00 100.00
    011512689541   C   24.99   1    2   1  24.99  24.99  24.99

                                     More..
Total: 5      Avgs:      21.40 14.6  14.2  1.8 301.00 289.00 289.00

F3=Exit  F5=Previous Adj  F6=Next Adj  F9=Show Renter  F12=Prev
  
```

From the Closed Detail screen, adjusters can select an individual claim or simply look at the information provided on this screen.

1. **Position to Adjuster Last Name** - Key the first few letters of the last name of the adjuster whose claims you wish to view.
2. Press [ENTER] to display the selected adjuster's name.

The following fields are display-only (unless noted below):

Office Active - The first month with available reporting data.

Range - The range of dates for the reporting data.

- *These are two new fields on the screen. They are both prefilled in with default values. You can edit the Range field, but the Office Active field is view-only.*

Adjuster Name - The adjuster in charge of the claims listed below.

Claim Number - The claim number assigned to a particular renter.

Typ - The type of claim (I=Insured, C=Claimant, T=Theft).

Rate Auth - The rate of the vehicle authorized by the adjuster.

Rent Days - The number of days the vehicle has been on rent.

Auth Days - The number of days authorized by the adjuster.

of Ext - The number of extensions the adjuster has sent.

Total Chgs - The total amount of charges on the rental contract..

Amt Rcvd - The amount of the payment received by Enterprise.

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****ARMS/400 UPDATE****

Updated Screen

A4500RA	ARMS/400 - Automated Rental Management System
OFFICE: INS11 06	On-Line Reporting
Select Report View Options	
Report Sorted By: <u>1</u> 1=Adjuster, 2=Repair Facility 3=Office	
Status: <u>2</u> 1=Open 2=Closed	
Report Type: <u>2</u> 1=Detail 2=Summary	
Additional Sort: <u>1</u> 1=Auth Days, 2=Days Behind	
F3=Exit	F12=Previous

From the updated Select Report View Options screen, adjusters can now select summary reports and reports on closed tickets — in addition to all of the other reports they could previously access with Option 15.

➤ *The fields still automatically default to 1. You must key 2 to access the new choices on the menu.*

1. Key the desired sorting method.
 2. Press [ENTER].
If **2** is keyed in the **Status** field and **1** is keyed in the **Report Type** field, a Closed Detail screen appears (page 3).
If **2** is keyed in the **Status** field and **2** is keyed in the **Report Type** field, a Closed Summary screen appears (page 5).
- **Note:** *These are the only two screens that will be shown in this update. Both will be sorted by Adjuster and Authorized Days. For instructions on other screens, please refer to the ARMS/400 User Guide.*

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****ARMS/400 UPDATE****

Please be advised of the following update to the ARMS/400 program:

ARMS/400 is being enhanced with additions to Option 15 - On-Line Reporting. With these new features, more reports on rentals, broken down by adjuster, repair facility, or claim center, can be displayed on the screen.

Two new choices appear on the Select Report View Options screen:

- Closed in the Status field
- Summary in the Report Type field

The screen below is what the Select Report View Options screen currently looks like after Option 15 is selected on the ARMS/400 Main Menu.

```
A4500RA      ARMS/400 - Automated Rental Management System
OFFICE: INS11 06      On-Line Reporting

                Select Report View Options

Report Sorted By: 1  1=Adjuster,  2=Bodyshop,  3=Office
Additional Sort:  1  1=Auth Days,  2=Days Behind
Report Type: 1  1=Detail
Status: 1  1=Open

F3=Exit                                           F12=Previous
```

On the current screen, closed ticket reports or summary report types were not available.

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****ARMS/400 UPDATE****

Please be advised of the following update to the ARMS/400 program:

ARMS/400 adjusters now have a new way to view open rentals. We have added a new feature that allows adjusters to sort claims by repair facility when searching for rentals by the last authorized day. This enhancement will enable adjusters to proactively manage their files (or the entire office's files) by consolidating all of the rentals that require follow-up by repair facility.

This is what the Select Reservation/Rental screen currently looks like after you select Option 2 - Change Reservation/Rental on the ARMS/400 Main Menu:

```
A4100RF      ARMS/400 - Automated Rental Management System
Office: INS11 02      Select Reservation/Rental

Enter a name or claim number to position a list of
reservations/rentals for selection.

Renter Last Name: _____ First: _____
Claim Number: _____

To narrow your search, enter any of the additional information.

Adjuster Last Name: _____
Last Authorized Day: 030800
Date of Loss: 000000
Status: blank=ALL
        1=Open Reservations
        2=Open Rentals

F3=Exit      F6=Adj Lookup      F12=Previous
Press <ENTER> to Continue
```

On the current screen, there is no way of sorting rentals by repair facility. The only sort available is by adjuster last name or the status of the rental.

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****ARMS/400 UPDATE****

Updated Screen

The updated screen includes the field Sort by Repair Facility (see highlighted below).

A4100RF ARMS/400 - Automated Rental Management System
Office: INS11 02 Select Reservation/Rental

Enter a name or claim number to position a list of reservations/rentals for selection.

Renter Last Name: _____ First: _____
Claim Number: _____

To narrow your search, enter any of the additional information.

Adjuster Last Name: _____
Last Authorized Day: 030800
Date of Loss: 000000
Status: blank=ALL
1=Open Reservations
2=Open Rentals

Sort by Repair Facility Y Y/N

F3=Exit F6=Adj Lookup F12=Previous
Press <ENTER> to Continue

All other filter options on this screen will remain the same. Please refer to your ARMS/400 User Guide for instructions on the other fields on this screen.

For this new feature, key the desired date in the **Last Authorized Day** field and **Y** (Yes) in the **Sort by Repair Facility** field. Press [ENTER]. Another new screen, Select Open Rentals by Repair Facility, appears (page 3).

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**** ARMS/400 UPDATE ****

Select Open Rentals by Repair Facility Screen

A4100RF ARMS/400 - Automated Rental Management System
Office: INS11 02 Select Open Rentals by Repair Facility

Position to Repair Facility: _____

Repair Facility: ABC Body Shop. 314-555-1234

Sel	Renter	Drvl	Vehicle	Days Behind	Auth Days	Last Auth Day
1	WILLIAMS, DAN	N	97 HONDA ACCORD	10	12	2/29/00
2	STEPHENS, KEN	N	00 CHEV SUBURBAN	7	17	3/03/00
3	ABRHAMS, JEFF	N	98 FORD EXPLORER	6	9	3/04/00
4	DAVIS, JOAN	Y	91 CHEV CAVALIER	5	8	3/05/00
5	MILLER, KIM	Y	99 VW PASSAT	1	7	3/07/00
6	LEE, ROBERT	Y	96 HONDA CIVIC	0	3	3/08/00

More...

F3=Exit F5=Previous Repairer F6=Next Repairer F12=Previous

The repair facilities appear in alphabetical order. To view a different repair facility, key the name in the **Position to Repair Facility** field and press [ENTER].

To select a file, key 1 in the **Sel (Select)** field and press [ENTER]. The Change Reservation/Rental appears (page 4).

[F3] Exit

Return to the ARMS/400 Main Menu.

[F5] Previous Repairer

Move back to the previous repair facility (in alphabetical order).

[F6] Next Repairer

Move to the next repair facility (in alphabetical order).

[F12] Previous

Return to the Select Reservation/Rental screen (page 2).

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****ARMS/400 UPDATE****

Change Reservation/Rental Screen

The Change Reservation/Rental screen has also been updated (see highlighted below).

A4100RF		ARMS/400 - Automated Rental Management System	
Office: INS11 02		Change Reservation/Rental Adj: DEVALLANCE, K	
Status: OPEN RENTAL		Claim#: 123456789123987654	
Renter: LEE, ROBERT K		Type: C CLAIMANT	
1313 MOCKINGBIRD LANE		Repair: ABC BODY SHOP	
ADDAMSTOWN, MO 65432			
Work: 800-987-6543 Ext: 1313		Ph/Veh: 314-555-1234 96 Honda	
Home: 314-456-7890		Policy Coverage Authorized	
Rental: ENTERPRISE RENT-A-CAR		Loc: 0101 Daily: Rate: 22.99	
8888 LADUE ROAD		Res: 123456 Max: # Days: 3	
ST. LOUIS, MO		Tkt: 444444 Pct: 100%	
314-863-6886		Rental Start: 3/06/00 Last Auth Day: 3/08/00	

A	Date	S/R	Message Auth Total: 300.00 plus tax/surchg Days Tot
A	3/07/00		CAR IS IN PAINT BOOTH, WILL BE DONE FRIDAY 2
	3/06/00	R	TICKET 444444 OPENED 03/06/00 @ 12:34:00 0 3
	3/01/00	R	AUTHORIZATION CONFIRMED BY ENTERPRISE 0 3
	3/01/00	R	RESERVATION NUMBER 123456 0 3
More...			
F2=Rates F3=Exit F4=Detail F5=Msg F6=Adj Chg F9=Surchgs F11=Cancel F12=Prev			
Press <F10> to Process			

The phone number of the repair facility and the vehicle being repaired have been added. For detailed instructions on the other fields, please refer to your ARMS/400 User Guide.

Note: These new fields will also be available on the View Reservation/Rental screen.

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ARMS/400 UPDATE

Closed Summary Screen

A4510RA		ARMS/400 - Automated Rental Management System						
OFFICE: INS11 02		Closed Summary - By Adjuster						
Position to Adjuster Last Name: _____		Office Active: 01/1999 Range: 01/2000-02/2000						
< -----A V E R A G E S ----- >								
	Tot	Rate	Rent	Auth	#Of	Total	Amt	Bill
Adjuster Name	Inv	Auth	Days	Days	Ext	Chgs	Rcvd	Amount
ADAMS, KYLE	50	26.99	25.0	24.0	4.5	960.00	880.00	880.00
DEVALLANCE, KIM	40	24.99	22.3	21.7	4.1	880.00	800.00	800.00
FLASH, JACK	25	22.99	17.7	16.3	3.7	620.00	550.00	550.00
SUMMER, CALI	20	21.99	15.2	14.4	2.4	475.00	375.00	375.00
TOTH, KELLY	12	19.99	10.1	9.9	1.2	125.00	125.00	125.00
Bottom								
Summary:	29.4	23.39	18.1	17.3	3.2	612.00	546.00	546.00
F3=Exit		F12=Previous						

This Summary screen contains average totals for adjusters.

Position to Adjuster Last Name - Key the first few letters of the last name of the adjuster whose claims you wish to view.

The following fields are display-only (unless noted below):

Office Active - The first month with available reporting data.

Range - The range of dates for the reporting data.

- *These are two new fields on the screen. They are both prefilled in with default values. You can edit the Range field, but the Office Active field is view-only.*

Adjuster Name - The adjuster in charge of the claims.

Tot Inv - The total number of invoices for this adjuster.

Rate Auth - The rate of the vehicle authorized by the adjuster.

Rent Days - The number of days the vehicle has been on rent.

Auth Days - The number of days authorized by the adjuster.

of Ext - The number of extensions the adjuster has sent.

Total Chgs - The total amount of charges on the rental contract.

Amt Rcvd - The amount of the payment received by Enterprise.

Bill Amount - The amount of the rental bill.

Summary - The average of all of the columns above.

[F3] Exit
 Return to the Main Menu (page 1).

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****ARMS/400 UPDATE****

[F12]

Previous

Return to the Select Report View Options screen (page 2).

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